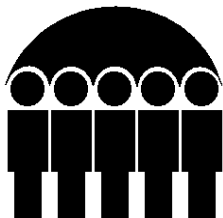


April 20, 2004

Employees' Manual  
Title 9  
Chapter B

# **GENERAL COMPUTER INFORMATION AND ICAR SECURITY**



Iowa  
Department  
of  
Human Services

	<u>Page</u>
OVERVIEW .....	1
Federal Certification by the Office of Child Support Enforcement.....	1
What Does ICAR Do? .....	3
Who Runs ICAR? .....	3
When Does ICAR Do Its Work? .....	3
Where Does ICAR Do Its Work? .....	4
How Does ICAR Do Its Work? .....	4
ICAR (Base System).....	4
Case Aging and Tracking (CATS).....	5
Narratives .....	6
Calendar Flags .....	6
Statuses .....	7
Forms .....	8
Technical Information.....	9
ACCESSING THE MAINFRAME .....	10
NETWORK ENTRY SYSTEM (NES) Screen .....	11
APPLICATION SELECTION MENU Screen.....	12
CICS PRODUCTION SYSTEM Screen .....	13
ICAR MAIN MENU Screen.....	14
Typical ICAR Screen Layout .....	15
Exiting ICAR .....	16
Accessing Other Systems.....	16
Other System Codes.....	19
TYPICAL DAILY WORKFLOW .....	19
Calendar View (CALCASE) Screen.....	20
View and Work Calendar Flags.....	23
USER INPUT WORKER CALENDAR FLAGS Subscreen .....	25
Case Narrative Duplicate (NARRDUP) Screen .....	28
Case Narrative View/Select (NARRCASE) Screen .....	32
USER INPUT CASE NARRATIVE Subscreen.....	37
CASE NARRATIVE TRANSFER/COPY Subscreen .....	38

---

	<u>Page</u>
CALENDAR FLAG SPECIALIZATION .....	39
Calendar Flag Spec Detail (CASEDET) Screen.....	41
Calendar Flag Spec Table (CASESPEC) Screen.....	43
Creating a Specialized Unit of One Worker .....	44
Creating a Specialized Unit of Multiple Workers .....	47
Calendar Flag Spec Summary (CASESUM) Screen .....	50
Case Load Table Maintenance (CASELOAD) Screen.....	52
Default Worker Referral Table Maintenance (CASEFALT) Screen.....	55
COMMUNICATION THROUGH STATUSES .....	56
View Status Screen (VSTATUS) .....	56
FORMS GENERATION .....	61
Available Forms Display (FORMLIST) Screen.....	61
Forms Information (FORMVIEW) Screen.....	63
Generating the Form (FORMGEN).....	65
Select Forms Display (FORMOSEL) Screen .....	68
IMAGING OF DOCUMENTS .....	69
Document Storage.....	70
Image Case Folder (IMAGE) Screen.....	71
COMPUTER SECURITY .....	73
User Accounts.....	73
PC/DHS Enterprise Network User Account .....	74
NES User Identification (Userid) Account .....	74
Selecting Strong Passwords .....	75
Suggestions for Creating “Strong” Passwords.....	76
“Weak” Passwords: What to Avoid .....	77
Password Security .....	78
Changing Your NES Password .....	79
Changing Your PC/Network Password .....	81
Maintaining Your Computer’s Security .....	81

	<u>Page</u>
On-Line Security Maintenance .....	82
Benefits .....	84
Security Hierarchy .....	84
Security Groups .....	86
Granting Access .....	86
Security Group Maintenance Screen (SECGRP).....	87
SECURITY DIALOG MAINTENANCE Subscreen.....	89
Worker Maintenance Screen (WORKER).....	90
Setting a Worker's Security Group Codes.....	93
Worker Maintenance 2 Screen (WORKER2).....	94
E-Mail Usage and Security Policies .....	96
Internet Usage and Security Policies .....	96

## **OVERVIEW**

The federal government requires states to use a computerized support enforcement system. The Bureau of Collections uses a statewide comprehensive computer system, known as Iowa Collection and Reporting (ICAR) to establish, process and monitor child support cases.

ICAR supports the legal requirements of obtaining and maintaining child support, as well as other child support activities as detailed in 45 Code of Federal Regulations (CFR) 302-303, Iowa Code Chapters 252A through 252K, and 441 Iowa Administrative Code (IAC) Chapters 95 through 100.

This chapter lists the policy and procedures for use of the ICAR system. The chapter includes the following:

- ◆ Explanation of the ICAR system.
- ◆ Explanation of other computer systems that can be accessed from ICAR.
- ◆ Explanation of ICAR's security system.

The following covers the who, what, when, where, and how, of general computer information about the ICAR system.

### **Federal Certification by the Office of Child Support Enforcement**

**Legal reference:** 45 CFR 302.85; 441 IAC 95-99; Iowa Code 252A-252K

In 1986, the state of Iowa began development of its statewide, comprehensive, automated data processing system with the completion of a feasibility study. Portions of this computer system were first brought into production April 1, 1987. Enhancements to ICAR have continued since that time.

Major milestones in system development and implementation include the following:

- ◆ April 1987. Initial implementation of the financial management components of the system.
- ◆ July 1987. Beginning of statewide conversion of data to the financial management components.
- ◆ December 1988. Completion of statewide conversion to the financial components.

## OVERVIEW

**Federal Certification by the Office of Child...**

April 20, 2004

Iowa Department of Human Services

**Title 9** Child Support Administration and Location

**Chapter B** General Computer Information and ICAR Security

---

- ◆ April 1990. Beginning of statewide conversion of data to the automated case management components of the system, including automated forms generation.
- ◆ July 1990. Beginning of the pilot test of the automated case management components.
- ◆ September 1990. Statewide implementation of the automated case management components for converted cases.
- ◆ December 1990. Completion of data conversion for automated case management.
- ◆ September 1991. Completion and implementation of the remainder of the pre-Family Support Act system certification requirements.
- ◆ October 1991. Completion of the pre-Family Support Act functional requirements and a request for system certification submitted to the federal Office of Child Support Enforcement (OCSE).
- ◆ July 1992. Conditional level one certification of meeting Family Support Act of 1988 requirements granted by OCSE effective October 1, 1991.
- ◆ October 1991 – October 1997. Completion and implementation of Family Support Act level two certification requirements.
- ◆ November 1997. Unconditional level two certification of the Family Support Act mandates granted by OCSE.
- ◆ November 1997 – December 2000. Completion and implementation of the Personal Responsibility and Work Opportunity Reconciliation Act to meet certification requirements.
- ◆ January 2001. Unconditional certification for the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 mandates granted by OCSE.
- ◆ January 2001 – present day. Continuous quality improvement of ICAR continues.

As mentioned earlier, OCSE unconditionally certified ICAR as meeting federal standards of the Family Support Act in November 1997. Additionally, OCSE granted ICAR certification for the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) in January 2001.

## **What Does ICAR Do?**

ICAR is a system of on-line screens and batch programs that aid you by automating many of the actions performed on a child support case. ICAR monitors cases and prompts you to perform required actions based upon case data.

ICAR accomplishes the majority of casework through the various establishment and enforcement process modules. The design of the process modules guides you through the required and optional steps for completing an establishment or enforcement activity. Refer to the section **How Does ICAR Do Its Work?**

## **Who Runs ICAR?**

You run ICAR, along with many other state staff. Your daily work and that of your coworkers across the state allows ICAR to move cases from initiation to completion.

Central office staff maintain certain aspects of ICAR. They also work with computer programmers to implement changes in the system that meet policy updates.

The state of Iowa's Information Technology Enterprise (ITE) services is responsible for the ongoing maintenance and operations of the mainframe computer and the computer network.

## **When Does ICAR Do Its Work?**

ICAR works both day and night to complete its work. ICAR processes information in both an on-line (interactive) environment and a batch-processing environment.

During the day, ICAR processes most of your on-line actions (adding, updating, or deleting information) to change all related information in the system. This provides you with automatic feedback on your entries. On-line processing is used whenever possible.

After your workday is over, ICAR continues its work. Overnight, ICAR runs "batch" programs to continue or complete case processing. Batch programs process information in "off hours" after you make your on-line entries. You see the results of the batch processing the next business day after the batch program runs.

## OVERVIEW

### When Does ICAR Do Its Work?

April 20, 2004

Iowa Department of Human Services

**Title 9** Child Support Administration and Location

**Chapter B** General Computer Information and ICAR Security

---

Additionally, ICAR runs batch programs gathering information through electronic interfaces, such as location, state and federal tax offset, REFER, and other processes.

Batch processing during your non-working hours allows for quicker on-line processing and response times during your workday.

### **Where Does ICAR Do Its Work?**

ICAR does its work in two places:

- ◆ On the state of Iowa's mainframe computer.
- ◆ On your personal computer (PC).

The state's mainframe processes and tracks your actions on each case as you do your work. Your PC allows you to interact with the mainframe. It also allows you to generate customer forms. For more information, see **How Does ICAR Do Its Work?**.

### **How Does ICAR Do Its Work?**

ICAR consists of two main features:

- ◆ ICAR (base system), and
- ◆ The Case Aging and Tracking System (CATS).

#### **ICAR (Base System)**

The ICAR base system allows you to record basic data for the case, to control the receipt and distribution process, and to monitor child support and medical support payments.

Screens in the ICAR base system record data such as the details regarding each member of the case (names, addresses, sex, age, etc.).

Additional screens record details regarding any court orders on the case (effective dates, amounts, which children are covered by the court order, suspensions, etc.), and all financial data on the case (receipts, credits, adjustments, balances due, etc.).



**Case Aging and Tracking (CATS)**

The CATS component of ICAR helps you record, track and start actions in the location, establishment, and enforcement processes used in the operation of the child support recovery program.

The screens in CATS support the many processes used by staff in providing these child support services. These processes include:

- ◆ Administrative levy.
- ◆ Administrative modification.
- ◆ Administrative paternity.
- ◆ Administrative establishment.
- ◆ Fees and costs.
- ◆ Income withholding.
- ◆ Interstate contacts.
- ◆ License sanction.
- ◆ Location.
- ◆ New hire reporting.
- ◆ Paternity establishment.
- ◆ Review and adjust.
- ◆ Secondary enforcement (including, but not limited to, liens, bonds, contempt, referral to the federal courts, and garnishment).
- ◆ Seek employment.
- ◆ Uniform Interstate Family Support Act (UIFSA).

The following sections provide highlights of the four features common to these processes that provide you with the necessary support to perform your casework:

- ◆ Narratives
- ◆ Calendar flags
- ◆ Statutes
- ◆ Forms generation

These four features provide the backbone of CATS. These components create all of ICAR's case management, audit trails, and case documentation, saving hours of manual record keeping and case review.

### **Narratives**

As you complete screen entries, ICAR automatically records these actions in a narrative. ICAR displays narratives on the NARRCASE screen. The automated creation of narratives saves a great deal of time, as you are not required to document all your actions manually.

ICAR generates some narratives through batch programs. Additionally, ICAR requires you to complete some system-generated narratives. ICAR displays these narratives automatically on line with a prompt that requires the additional information. Example:

You stop a case activity. ICAR automatically documents the action with a narrative and requires you to provide the reason for stopping the activity.

You may also create your own narratives to document special circumstances of a case or a specific discussion with a party to the case. You create these narratives on the NARRDUP screen.

You cannot modify or delete system-generated narratives. However, you may modify any narrative you create only on the same day you create it.

ICAR provides a number of different options for you to use and view the narrative history. Finally, ICAR provides a complete audit trail of the source (worker or program) responsible for the creation of each narrative record.

### **Calendar Flags**

ICAR keeps track of the necessary work on each specific case activity. Just as ICAR creates narratives when you act on a case, ICAR also creates calendar flags at the time of an action to notify you of the next action required and the due date for that action.

This feature ensures that ICAR always provides work lists that are current or ahead of schedule on tasks. Additionally, since ICAR identifies the next appropriate action and its due date, you do not have to remember the next step and the mandated period for completing it.

When you take the next appropriate action, ICAR automatically deletes the calendar flag that was issued. This feature saves you from having to remove the calendar flag manually. You are required only to perform the task.

ICAR also issues calendar flags in batch processing. ICAR creates calendar flags by running programs that periodically search the database to identify needed work (such as when a verified address exists for an obligor, but no order exists). ICAR creates other calendar flags when programs compare ICAR information with other databases, identify, and return matches to ICAR cases.

Lastly, you may create your own calendar flags as reminders for special appointments or other self-initiated tasks.

Just as with narratives, you have a number of different options for viewing (and thereby prioritizing and working) your calendar flags.

### **Statuses**

A “status” is a letter providing information about the case. A status may be sent to the obligor, the obligee, or other parties involved in the case, such as caretakers, attorneys, or IV-D staff in other states, depending on the action taken on a case.

Central office staff create statuses when they enhance or develop processes.

ICAR generates these statuses automatically after the action is taken. Most are generated at night in a batch process, while others generate on line to the local office printer. Usually the on-line statuses require an attachment, such as a copy of the court order.

ICAR is programmed to identify whether the status should generate only to the obligor, the obligee, the other state, other interested parties, or some combination of the four. ICAR identifies an interstate case from data contained on the INTERSTA screens, so it generates statuses to the other state only as appropriate.

You can also initiate your own statuses to request information from a party or to follow up on an earlier request.

To streamline interstate communication of case activity, ICAR automatically creates Child Support Enforcement Network (CSENet) transactions and sends them electronically, rather than generating and mailing paper statuses for those states with CSENet functionality.

ICAR's CSENet component has been programmed to send required and highly recommended transactions, as well as several of the optional transactions. See 9-J, ***CHILD SUPPORT ENFORCEMENT NETWORK - CSENET***.

### **Forms**

ICAR's on-line forms module is fully incorporated into the CATS processes. As you act within a process on ICAR that requires forms, ICAR automatically displays a form generation screen for the applicable form. Usually you are not required to determine which form to generate or when in the process the form generates.

When ICAR determines that the case processing requires a form, ICAR displays the FORMVIEW screen listing all the required data elements for the form. ICAR completes the information available from the case that corresponds to those elements, such as obligee name and address.

You can quickly view and modify this data if necessary. If there are data elements for the form not contained on ICAR, system prompts advise you to provide the missing data.

When you approve the data, it merges with and displays a Microsoft Word-based template of the form. Most forms are not editable. Some legal forms are editable to accommodate specific circumstances. When permitted, you may edit the merged form or you may generate it or save the form to a disk. If the form is not editable, you cannot save it or modify it on a disk.

You are prompted with options for the number of copies to print and the location to which the form prints. You may print on-line forms to any local child support office in the state.

A number of features built into the forms generation module appear seamless to you. If optional provisions are possible on a form (such as selecting whether to establish paternity-only or paternity and support), the specific options you choose are the only options that print on the final form.

ICAR also generates a number of batch forms. These forms are designed and printed in a variety of ways. Some forms generate on preprinted form stock. The Department has equipment that allows data extracted from ICAR to merge with template files contained within the printer, allowing for a custom looking final product.

Many batch forms are printed and mailed from central office without need for your intervention.

### **Technical Information**

The on-line ICAR application is written in ADS/O programming language. You access the ICAR on-line application through the Customer Information Control System (CICS) that is security protected by Remote Access Control Facility (RACF). CICS includes the screens you type case information into, and RACF is a mainframe security system.

The batch programs are written in IDMS DML COBOL. Data resides principally on the mainframe. Form templates and guideline calculations reside on the Department's Enterprise Network. The guideline calculations are uploaded to the ICAR database and added to the appropriate cases.

## OVERVIEW

### How Does ICAR Do Its Work?

April 20, 2004

Iowa Department of Human Services

**Title 9** Child Support Administration and Location

**Chapter B** General Computer Information and ICAR Security

---

The DHS Enterprise Network runs in a Microsoft NT 4.0 environment with Windows 2000 on the workers' PCs. Attachmate EXTRA is used for 3270 mainframe (terminal) emulation connection to the state mainframe. The servers in the wide area network (WAN) have CD-ROM drives and tape backup drives, as well as Ethernet cards for the local area network (LAN) communications.

Uninterruptible power supplies (UPS) are installed in all sites with a dedicated isolated ground power source to protect the server, router, CSU/DSU, and Ethernet hub that the server is on. Refer to 9-B-Appendix, **COMPUTER TERMS**, for definitions used in this chapter.

ICAR application development occurs under the supervision of Department of Human Services (DHS), Division of Data Management. Staff use an ICAR standards and procedures manual to conduct integration testing in a test environment with tools designed to emulate the production system.

## ACCESSING THE MAINFRAME

The following section describes the Network Entry System (NES) log-on process into ICAR. You must process a series of screens before you begin your work in ICAR. The following sections explain:

- ◆ The NETWORK ENTRY SYSTEM (NES) screen
- ◆ The APPLICATION SELECTION MENU screen
- ◆ The CICS PRODUCTION SYSTEM screen
- ◆ The ICAR MAIN MENU screen
- ◆ Typical ICAR screen layout
- ◆ Procedures for exiting ICAR
- ◆ Procedures for accessing other systems

**NETWORK ENTRY SYSTEM (NES) Screen**

Access the Network Entry System (NES), from your PC desktop by double-clicking your Attachmate Extra! icon. The NES screen displays.

Date: 03/03/2000	STATE OF IOWA	Terminal: CDPYR2D
Time: 08:59	INFORMATION TECHNOLOGY SERVICES	Logmode: COL2
* FOR OFFICIAL STATE BUSINESS ONLY *		

NN\	NN\	EEEEEEEEEE\	SSSSSSSSSS\
NNN	NN /	EEEEEEEEEE /	SSSSSSSSSSS\
NNNN	NN /	EE\_____\/	SS\_____SS
NN NN	NN /	EE /	SSS   _____ \_\/
NN NN	NN /	EE /	SSSSSSSSS\
NN /NN	NN /	EEEEEEEEEE\	\SSSSSSSSS\
NN / NN	NN /	EE\_____\/	_____SSS
NN / NN NN /		EE /	SS \
NN / NNNN /		EE /	SS\ SS /
NN / NNN /		EEEEEEEEEE\	SSSSSSSSSSS /
NN / NN /		EEEEEEEEEE /	\SSSSSSSSSS /
\_\/	\_\/	_____\/	_____\/

PF1 FOR HELP . . . . . Help Desk:(515) 281-5703 . . . . . PF3 TO EXIT  
or:1-800-532-1174

USERID ==> XXXXXXXX      PASSWORD ==>      NEW PASSWORD ==>

To use this screen:

1. In the USERID field, type your NES user ID.
2. Tab to the PASSWORD field.
3. Type your password. (The characters of the password do not display.)
4. Press the ENTER key.

**Result:** The APPLICATION SELECTION MENU screen displays.

### APPLICATION SELECTION MENU Screen

**Note:** Your security access to the mainframe and its applications determine the types of applications available for your use.

```
Date : 03/03/2000      INFORMATION TECHNOLOGY SERVICES      Userid : DSSH679
Julian: 00063          APPLICATION SELECTION MENU           Terminal: CDPYR2D
Time  : 09:13                                     Logmode : COL2
```

```
::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::
::   S    PFK    STATUS        DESCRIPTION OF APPLICATION         ::
::                                             ::
::   _    01    AVAIL          Production CICS                    ::
::   _    02    AVAIL          CICS03 Test System                 ::
::                                             ::
::                                             ::
::                                             ::
::                                             ::
::                                             ::
::                                             ::
::                                             ::
::::::::::::::::::::::::::::::: HELP DESK:(515) 281-5703 ::::::::::::::::::::
```

```
F13=1 F14=2 F15=3 F16=4 F17=5 F18=6 F19=7 F20=8 F21=HELP F22=Bulletin
F23=Disc F24=Signoff
Your password will expire in 59 days
Command =>
```

Press the F key that matches the Production CICS menu selection.

**Result:** The CICS PRODUCTION SYSTEM screen displays.



**CICS PRODUCTION SYSTEM Screen**

```
*****
*
*          CICS PRODUCTION SYSTEM          *
*
*****
*
*  TO RETURN TO THIS SCREEN ENTER "HELP"  *
*
*  PRESS THE PF2  FOR MENU                  *
*
*  PRESS THE PF3  TO LOGOFF CICS            *
*
*  PRESS THE PF4  FOR ID/PASSWORD INFORMATION *
*
*  PRESS THE PF5  FOR LOGOFF INFORMATION    *
*
*  PRESS THE PF6  FOR CICS NEWS             *
*
*  PRESS CLEAR OR ENTER TO CONTINUE        *
*
*  HELP DESK:  281-5703  OR 1-800-532-1174  *
*****

          ** SIGNON IS COMPLETE **
```

Press the ENTER key.

**Result:** The TYPE A TRANSACTION-ID screen displays.

```
TYPE A TRANSACTION-ID OR  HELP  AND PRESS ENTER
```

```
^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^
```

Type ICAR.

Press the ENTER key.

**Result:** The ICAR MAIN MENU screen displays.

When you have accessed the ICAR MAIN MENU screen, you are ready to begin your work in ICAR.

NEXT SCREEN:                      NOTES:

## Typical ICAR Screen Layout

A typical ICAR screen consists of three sections:

- ◆ The header and screen identification area.
- ◆ The data input area or inquiry view area.
- ◆ The function keys, the NEXT SCREEN field, the NOTES field, and the special instructions area.

Header and screen identification area.

The diagram illustrates a typical ICAR screen layout, divided into three main sections by arrows:

- Header and screen identification area:** This section is at the top of the screen. It contains the following text:  
D479HC04 IOWA COLLECTION AND REPORTING SYSTEM DATE: 03/11/04  
-- CASE -- TIME: 08:11:46
- Data input area or Inquiry view area:** This is the largest section in the middle of the screen, enclosed in a rounded rectangle. It contains various fields for data entry and display, including:  
ICAR CASE NUMBER...: IABC CASE NUMBER...:  
FATHER UNKNOWN?...: IABC CASE WRKR ID.: ICIS CASE:  
LAST FIRST MIDDLE SUF  
PAYOR 1 NAME.....: : : :  
PAYOR IS APPLICANT? USATTY HCDREF: REASON: DATE:  
GEN FACE SHEET  
PAYOR 2 NAME.....: : : :  
PAYEE NAME.....: : : :  
QUEST: DATE 00/00/0000  
INTERSTATE :  
CURRENT ACCT TYPE.: CURRENT START DATE:  
ICAR CASE WRKR ID.: CR ANNIVERSARY DTE: 00 00 00  
CHILD.....: : :  
NPA APP REQUEST...: NPA APP SENT.....:  
CASE OPEN DATE...: REFERRAL/APPLICATION DATE.:  
STATUS (A/I/C/D/H): SPOUSAL SUPPORT ONLY (Y/N):  
TERM NOTICE SENT...: REASON: CASE CLOSED DATE:  
REDIRECTION FLAG...: NSF HOLD FLAG (Y/N): LAST REVIEW DATE:  
CLOSE (N): NOTICE GENERATE : NEXT REVIEW DATE:
- Function keys, NEXT SCREEN field, NOTES field, and special instructions area:** This section is at the bottom of the screen, enclosed in a rectangle. It contains the following text:  
PF2=ADD, PF3=MODIFY, PF5=INQUIRY, PF9=REFRESH,  
NEXT SCREEN: NOTES:  
PLEASE ENTER CASE NUMBER AND PRESS THE PF5 KEY

Function keys, NEXT SCREEN field,  
and special instructions area.

Data input area or  
Inquiry view area.

## **Exiting ICAR**

To exit the ICAR system, follow these steps:

- ◆ At the NEXT SCREEN field on any ICAR screen, type QUIT.
- ◆ Press the ENTER key.
- ◆ The message “SESSION ENDED. TYPE A TRANSACTION-ID OR HELP AND PRESS ENTER.  
\*OR\* TYPE LOGOFF AND PRESS ENTER TO EXIT CICS” displays. Type LOGOFF.
- ◆ Press the ENTER key.
- ◆ The APPLICATION SELECTION MENU screen displays.
- ◆ Press the F12 key.
- ◆ The NES screen displays.
- ◆ Move your mouse pointer over the X in the upper right corner of the NES window.
- ◆ Click the X.
- ◆ If the dialog box “Do you want to disconnect...?” displays, click the OK button.
- ◆ The mainframe application window closes.

**Result:** You have successfully logged off and closed ICAR.

## **Accessing Other Systems**

Once in ICAR, you have the ability to move to other state of Iowa mainframe applications to help complete your work. Your NES user ID, in combination with your password, allows you access to certain mainframe computer systems. Some of these systems include:

- ◆ Iowa Collection and Reporting system (ICAR)
- ◆ Automatic Benefit Calculation (ABC) system (public assistance benefits information)
- ◆ Drivers License Information Computer (DLIC)
- ◆ Iowa Issuance Verification (ISSV) system (Food Assistance benefits and Iowa warrants issued)





To access non-DHS mainframe applications:

- ◆ Press the CLEAR/PAUSE/BREAK key on any ICAR screen.

**Result:** The message “SESSION ENDED. TYPE A TRANSACTION-ID OR HELP AND PRESS ENTER. \*OR\* TYPE LOGOFF AND PRESS ENTER TO EXIT CICS.” displays.

- ◆ Type the abbreviation for the non-DHS application.
- ◆ Press the ENTER key

The requested system’s main menu displays. Follow your instructions for obtaining the needed information and then exit the non-DHS system.

### **Other System Codes**

At times, you must review information in computer systems other than ICAR in order to complete your work. The following sources and manual chapters provide information on accessing other DHS and non-DHS computer systems:

- ◆ The location process.
- ◆ The referral process from IV-A workers, 14-D(1).
- ◆ The referral process from IV-E workers, 14-D(1).
- ◆ Credit reporting, 11-C.

Be sure to use the instructions found in these sources and manual chapters when working with other computer systems.

## **TYPICAL DAILY WORKFLOW**

The following sections briefly describe how to use the following ICAR screens to help you accomplish your work timely:

- ◆ Calendar View (CALCASE) screen
- ◆ View and Work Calendar Flags
- ◆ USER INPUT WORKER CALENDAR FLAGS subscreen
- ◆ Case Narrative Duplicate (NARRDUP) screen
- ◆ Case Narrative View/Select (NARRCASE) screen
- ◆ USER INPUT CASE NARRATIVE subscreen
- ◆ CASE NARRATIVE TRANSFER/COPY subscreen

## Calendar View (CALCASE) Screen

The CALCASE screen displays a list of work items called calendar flags. ICAR creates calendar flags to remind you to complete work for a specific process (such as paternity establishment). ICAR creates calendar flags through the following methods:

- ◆ Automatically when you make on-line entries on ICAR.
- ◆ By batch programs.
- ◆ Manually by you.

All calendar flags within ICAR are divided into two categories:

- ◆ Process, such as IWO, SABRE, LOC, ADMIN, etc. Refer to 9-B-Appendix for a complete list of valid process codes.
- ◆ Type, either establishment (EST) or enforcement (ENF). Central office designates a flag as “establishment” or “enforcement” when they build the calendar flag in ICAR.

Example of the CALCASE screen:

D479HC81		IOWA COLLECTION AND REPORTING SYSTEM		DATE: 04/03/00
		CALENDAR VIEW		TIME: 07:22:52
WORKER ID.: ABCD	PROCESS..:	FUNCTION:	WORKER ONLY?	
BEGIN DATE: 04 03 00	CASE NMBR:	PRIORITY:	TRANSFER TO:	
SEL	DATE	CASE	ACTION REQUIRED	TRANS FROM
	04/03/00	000000	REVIEW CASE TO DETERMINE IF THE PAYEE HAS COOPERATED WITH CSRU.	
	04/03/00	000000	STATUS FROM IL ADVISES COURT DATE SET FOR 8/2000	
	04/03/00	000000	REVIEW CASE TO DETERMINE IF THE PAYEE HAS COOPERATED WITH CSRU.	
	04/03/00	0000	PER NE THERE WAS A COURT DATE 3/00, ANY RESULTS?	
	04/05/00	000000	CLOSE CASE, NO GOOD LOCATION INFO, NO SS#, NO DOB.	
	04/07/00	000000	AP OUT OF PRISON?	
ENTER=SEL, PF3=TRNSFR, PF5=INQ, PF6=MNTNC PF7=BACK, PF8=FORWARD, PF10=SHIFT				
NEXT SCREEN:		NOTES:		
END OF DATA				



The CALCASE screen includes the following fields:

- ◆ **WORKER ID:** To display all unworked calendar flags for a specific worker ID, enter the valid four-character worker ID contained on the WORKER screen and press the F5 key.

**Note:** You must leave the CASE NMBR field blank for this display. Entries are not allowed in both the WORKER ID and CASE NMBR fields.

- ◆ **PROCESS:** To display calendar flags for a specific process, enter any of the valid process codes, such as ADMIN, ADPAT, LOC, etc. and press the F5 key. Refer to 9-B-Appendix for a complete list of valid process codes.

**Note:** You must leave the FUNCTION and CASE NMBR fields blank for this display. Entries are not allowed in the FUNCTION or CASE NMBR fields when there is an entry in the PROCESS field.

- ◆ **FUNCTION:** To display calendar flags for a specific function, enter “EST” or “ENF” and press the F5 key. When you enter “EST,” ICAR displays all calendar flags associated with establishment. When you enter “ENF,” ICAR displays all calendar flags associated with enforcement.

**Note:** Do not make an entry in either the PROCESS field or the CASE NMBR field.

- ◆ **WORKER ONLY?:** Enter a “Y” to display the calendar flags that you created manually.
- ◆ **BEGIN DATE:** Enter a date in the format MM DD CCYY to display the starting date for calendar flags to be displayed. If you leave this field blank, ICAR defaults this field to the current date.
  - To display all unworked calendar flags, use a start date of 01 01 1989, as no calendar flags exist before that date.
  - To display future calendar flags, enter a future date. ICAR displays all calendar flags from that date forward.
- ◆ **CASE NMBR:** Enter the ICAR case number to display only calendar flags generated for a specific ICAR case. You must leave the WORKER ID field blank for this display, as entries in both the CASE NMBR and WORKER ID fields are not allowed.
- ◆ **PRIORITY:** Enter a “Y” to display the highest priority calendar flags first for any of the criteria selected (PROCESS, CASE NMBR, etc.).

- ◆ **TRANSFER TO:** Enter any valid four-character worker ID contained on the WORKER screen to transfer the calendar flag to that worker ID.
  - To transfer calendar flags to more than one worker ID, enter the WORKER ID of each worker receiving the calendar flag before you select the calendar flag for transfer.
  - You may transfer flags from a CALCASE screen regardless of how ICAR displays the calendar flags (e.g., WORKER ID, CASE NMBR, PROCESS, FUNCTION, or PRIORITY).
- ◆ **SEL:** Enter “S,” “T,” or any other alphabetical character to delete, transfer, or maintain calendar flags.
  - To delete a flag: Enter an “S” in this field next to the calendar flag you want to delete. Press the ENTER key. ICAR continues to display the deleted calendar flag after deletion until you leave the screen and re-access it or press the F5 key to re-inquire.
  - To transfer a flag: Enter a “T” in this field next to the calendar flags you want to transfer. Press the F3 key two times to complete the transfer to the worker whose ID you entered in the TRANSFER TO: field.
  - For maintenance: Enter any alphabetical character (other than “S” or “T”) for maintenance. Press the F6 key. ICAR displays the USER INPUT WORKER CALENDAR FLAGS subscreen. ICAR allows you to make changes only to worker-generated calendar flags. You cannot access system-generated flags.
- ◆ **DATE:** ICAR displays the date (in MM/DD/YY format). The described action must be taken to move the case toward completion.
- ◆ **CASE:** ICAR displays the case number associated with this calendar flag.
- ◆ **ACTION REQUIRED:** ICAR displays either the system-generated or worker-generated calendar flag message that describes the action to be taken to move the case toward completion.
- ◆ **TRANS FROM:** If the flag was transferred from another worker, ICAR displays the worker ID of the person who transferred the flag.

The CALCASE screen includes the following function keys:

- ◆ ENTER = SEL: Press the ENTER key to delete a calendar flag with an “S” in the SEL field next to the calendar flag. (Some ICAR-generated flags can be deleted only through entries on the process screen.)
- ◆ PF3 = TRNSFR: Press this key twice to complete the transfer of selected calendar flags to the worker displayed in the TRANSFER TO field.
- ◆ PF5 = INQ: Press this key to display calendar flags on the screen according to selected options.
- ◆ PF6 = MNTNC: Press this key to create or update a worker-entered calendar flag. You can create a calendar flag for a specific worker, case, or date, as well as create the text. The calendar flag can then be worked and transferred in the same way as other calendar flags. Refer to **USER INPUT WORKER CALENDAR FLAGS Subscreen**.
- ◆ PF7 = BACK: Press this key to display the previous CALCASE screen.
- ◆ PF8 = FORWARD: Press this key to display the next CALCASE screen.
- ◆ PF10 = SHIFT: Press this key to display the calendar flag details for the case.

### **View and Work Calendar Flags**

To view your unworked calendar flags in ICAR:

- ◆ Access the ICAR main menu.
- ◆ Type CALCASE in the NEXT SCREEN field and press the ENTER key. ICAR displays the CALCASE screen.
- ◆ Type your four-character ICAR worker ID in the WORKER ID field.
- ◆ Press the F5 key to inquire. ICAR displays your calendar flags, starting with the current date.

You may use appropriate combinations of CALCASE screen fields to display your calendar flags in an order or manner that fits your work style. ICAR is flexible enough to help you find a work style that moves your cases toward successful location, establishment, and enforcement actions.

For example, you may wish to display and work all your calendar flags in priority order or in order by process. To work your calendar flags by process, display and work all your enforcement calendar flags, then display and work all your establishment flags, and finally, work the remainder of your flags.

You can request your calendar flags in a wide combination of options. Refer to the CALCASE screen for the following fields: WORKER ID, PROCESS, FUNCTION, WORKER ONLY?, BEGIN DATE, CASE NMBR, and PRIORITY for details regarding valid combinations.

You may also enter these selection criteria in combination to narrow the number and types of calendar flags ICAR displays. If you use multiple criteria to display calendar flags, the flags must meet all the selected criteria in order to display. You must enter either a WORKER ID or CASE NMBR as one of the valid criteria. An error message displays if you attempt to select multiple criteria that are not a valid combination.

**Tip:** Print your current calendar flags to avoid having to return to the CALCASE screen several times during the day.

To **work** the system-generated calendar flags ICAR displays on your CALCASE screen:

- ◆ Make screen prints of your calendar flags for the day (or for your work week).
- ◆ Using your printed list, access the appropriate screens on the identified cases to take the necessary actions. Once you complete the required action, ICAR removes the system-generated calendar flag.

To **work** the worker-generated calendar flags ICAR displays on your CALCASE screen:

- ◆ Make screen prints of your calendar flags for the day (or for your work week).
- ◆ Using your printed list, access the appropriate screens on the identified cases to take the necessary actions. Once you complete the required action, delete the worker-generated calendar flag from the CALCASE screen.

To **delete** the worker-generated calendar flags ICAR displays on your CALCASE screen: (You may delete only your own worker-generated calendar flags.)

- ◆ Access the CALCASE screen.
- ◆ Tab to the SEL field in front of the worker-generated calendar flag.
- ◆ Type an "S" in the SEL field.
- ◆ Press the ENTER key.

ICAR deletes the selected calendar flag. The “deleted” calendar flag continues to display until you press the F5 key to inquire or until you complete another action on the CALCASE screen.

**Note:** To delete more than one calendar flag at a time, type an “S” in front of each calendar flag you wish to delete on the CALCASE screen and press the ENTER key.

To **transfer** calendar flags ICAR displays on your CALCASE screen:

1. Access the CALCASE screen.
2. Tab to the TRANSFER TO: field.
3. Type the worker ID number for the worker to whom the calendar flag is being transferred.
4. Tab to the SEL field in front of the calendar flag (either system- or worker-generated).
5. Type “T” in the SEL field.
6. Press the F3 key twice.

ICAR transfers the calendar flag to the identified worker.

To transfer flags to more than one worker, repeat these steps until you complete all the transfers.

### **USER INPUT WORKER CALENDAR FLAGS Subscreen**

Using the USER INPUT WORKER CALENDAR FLAGS subscreen you may add new or maintain existing worker-generated calendar flags.

Example of a blank USER INPUT WORKER CALENDAR FLAGS subscreen (displayed when you press the F6 key without selecting a specific calendar flag):

D479HC82	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 04/07/00
	USER INPUT WORKER CALENDAR FLAGS	TIME: 12:25:44
<p>             WORKER ID....: ABCD                      PAYOR:              CASE NUMBER..:                          PAYEE:              FUNCTION.....:              PROCESS.....:              CALENDAR DATE: 00 00 0000                                1...5...1...5...2...5...3...5...4                                                0                      0                      0                      0           </p> <p>             CALENDAR TEXT:              :              :              :              :              :              :              :           </p> <p>PF2=ADD, PF3=UPDATE, PF4=DELETE, PF9=REFRESH, CLEAR=CLEAR</p>		

The subscreen includes the following fields:

- ◆ **WORKER ID:** Enter a valid worker ID number. Enter the worker ID for the worker who should receive the flag. Usually this is your own worker ID.
- ◆ **CASE NUMBER:** Enter any valid ICAR case number.
- ◆ **FUNCTION:** This field is not required. Valid entries include:
  - EST     Establishment calendar flags
  - ENF     Enforcement calendar flags
- ◆ **PROCESS:** Enter any of the valid process codes, such as ADMIN, ADPAT, LOC, etc. Refer to 9-B-Appendix for a complete list of valid process codes.
- ◆ **CALENDAR DATE:** Enter the date of the calendar flag in the MM DD CCYY format.
- ◆ **CALENDAR TEXT:** Enter a free-form message regarding the case up to eight lines.

To **perform maintenance** on your own worker-generated calendar flags ICAR displays on your CALCASE screen:

1. Access the CALCASE screen.
2. Tab to the SEL field in front of the worker-generated calendar flag.
3. Type a letter (other than “S” or “T”) in the SEL field.
4. Press the F6 key. ICAR displays the selected calendar flag on the USER INPUT WORKER CALENDAR FLAGS subscreen.
5. Tab to the appropriate fields and make the necessary changes to the worker-generated calendar flag.
6. Press the F3 key twice to update your changes.

ICAR displays the CALCASE screen with the changes to your calendar flag.

**Note:** You must remove either your worker ID or the case number and press the F5 key to re-inquire and re-display your calendar flags on the CALCASE screen.

To **create/add** a worker-generated calendar flag to display on your CALCASE screen:

1. Access the CALCASE screen.
2. Press the F6 key. ICAR displays a blank User Input Worker Calendar Flags subscreen with your worker ID.
3. Tab to each field and complete the requested information.
  - ◆ CASE NUMBER: Enter the case number.
  - ◆ FUNCTION: This field is not required. Enter “ENF” for enforcement or “EST” for establishment.
  - ◆ PROCESS: Enter the appropriate process code for this calendar flag. Refer to 9-B-Appendix for a complete list of valid process codes.
  - ◆ CALENDAR DATE: Enter the date (in MM DD CCYY format) that you wish to have the calendar flag display for your review on the CALCASE screen.
  - ◆ CALENDAR TEXT: Enter the text of the calendar flag message to display on the CALCASE screen.

**Note:** ICAR requires entries in all fields except for the FUNCTION field.

4. Press the F2 key twice. The CALCASE screen displays with your newly created or added calendar flag.

**Note:** You must delete either your worker ID or the case number and press the F5 key to re-inquire and re-display your calendar flags on the CALCASE screen.

### **Case Narrative Duplicate (NARRDUP) Screen**

The NARRDUP screen allows you to record a case action or activity that occurs outside of ICAR. Example of the NARRDUP screen:

D479HN05	IOWA COLLECTION AND REPORTING SYSTEM				DATE: 05/02/00
	CASE NARRATIVE DUPLICATE				TIME: 09:40:10
CASE NUMBER:		IMAGED:		CROSS REFERENCE BY:	
PAYOR.....:				PAYOR:	
PAYEE.....:				PAYEE:	
CROSS REFERENCED CASE NUMBERS					
SELECT	OBLIG	SELECT	OBLIG	SELECT	OTHER CASE NUMBERS
FUNC:	PROC:	EVENT TYPE:	FROM:	TO:	
:					:
:					:
:					:
:					:
:					:
:					:
:					:
PF2=ADD, PF5=INQUIRE, PF9=REFRESH, PF11=NARRCASE					
NEXT SCREEN:		NOTES:			
ENTER CASE NUMBER AND PRESS THE PF5 KEY					

The NARRDUP screen includes the following fields:

- ◆ **CASE NUMBER:** Enter a valid ICAR case number and press the F5 key. ICAR displays the requested case information in the fields identified.



- ◆ **IMAGED:** ICAR automatically displays summarized information from the IMAGE screen associated with this case. Valid codes for the first character are:

P Partial: Only some of the documents for this case have been imaged.  
Y Yes: All of the documents for this case have been imaged.  
N No: None of the documents for this case have been imaged.  
E EPICS: Only Employers Partnering in Child Support (EPICS) documents for this case have been imaged.

Valid codes for the second character are:

W Waiting: Required back-filing documents are waiting to be imaged.  
B Back-filed: Required back-filing documents are imaged.

- ◆ **PAYOR:** ICAR displays the obligor's name.
- ◆ **CROSS REFERENCE BY: PAYOR:** ICAR displays either:

Y Yes: The requested case is cross-referenced by obligor. ICAR defaults the entry in this field to "Y."  
N No: The requested case is not cross-referenced by obligor.

**Note:** ICAR cross-references people only by case role. In other words, an obligor is cross-referenced only with an obligor, an obligee with an obligee, and a child with a child. ICAR does not cross-reference cases when a person is an obligor on one case and an obligee on another case. Alleged fathers are cross-referenced only when they become obligors. Refer to 9-E, **CASE SETUP**, for additional details.

- ◆ **PAYEE:** ICAR displays the obligee's name.
- ◆ **CROSS REFERENCE BY: PAYEE:** ICAR defaults the entry in this field to blank. Valid codes are:

Y Yes: The requested case is cross-referenced by obligor.  
N No: The requested case is not cross-referenced by obligor.

To display the cross-referenced cases for the obligee, space through the "Y" entry in CROSS REFERENCE BY PAYOR field and enter a "Y" in the CROSS REFERENCE BY PAYEE field before you press the F5 key on this screen.

- ◆ **CROSS REFERENCED CASE NUMBERS:** This is the header for the next seven fields. If the CROSS REFERENCED BY PAYOR or CROSS REFERENCED BY PAYEE field is "Y," ICAR displays the cross-referenced cases for the person selected.

- **SELECT:** Enter an “X” to post this worker-generated narrative on the case identified in the unlabeled case number field to the right of the SELECT field as well as the case number identified at the top of this screen.
- **CASE NUMBER (Unlabeled column):** ICAR displays up to five cases cross-referenced to the selected case based on the case role selected.
- **OBLIG:** ICAR displays “Y” or “N” in this column.
  - Y     Indicates that the identified case has an ongoing obligation.
  - N     Indicates that the identified case does not have an ongoing obligation.
- **SELECT:** Enter an “X” to post this worker-generated narrative on the case identified in the unlabeled case number field to the right of the SELECT field as well as the case number identified at the top of this screen.
- **CASE NUMBER (unlabeled column):** ICAR displays up to five cases cross-referenced to the selected case based on the case role selected.
- **OBLIG:** ICAR displays “Y” or “N” in this column.
  - Y     Indicates that the identified case has an ongoing obligation.
  - N     Indicates that the identified case does not have an ongoing obligation.
- **SELECT:** Enter an “X” to post this worker-generated narrative on the case identified in the unlabeled case number field to the right of the SELECT field, as well as the case number identified at the top of this screen.
- **OTHER CASE NUMBERS:** Enter up to five valid ICAR case numbers. Entering a case number adds the narrative to another case that has not been cross-referenced to the displayed case.
- ◆ **FUNC (Function):** ICAR does not require an entry to this field. Valid entries include:
  - EST     Associates this narrative with establishment calendar flags.
  - ENF     Associates this narrative with enforcement calendar flags.
- ◆ **PROC:** Enter any of the valid ICAR processes, such as ADMIN, ADPAT, LOC, etc. Refer to the 9-B-Appendix for a complete list of valid process codes.

- ◆ **EVENT TYPE:** The entries in this field identify the type of contact or the action taken on this case. Leave this field blank when none of the codes applies. Valid entries include:

CALL	Telephone calls	REFRL	Referral from SCSU
VISIT	Customer comes into the Unit	EMAIL	Incoming and outgoing
MAIL	Incoming and outgoing mail		E-mail
PAYREC	Payment records issued	FAX	Incoming and outgoing fax
COMP	Manual computations	HRG	Hearing updates
FORM	Forms to be completed	Blank	
REVIEW	Case review		

- ◆ **FROM and TO:** The entries in these fields identify the sender (FROM:) and the receiver (TO:) of the contact or action when completing the narrative on this case. Based on the entries in these fields, ICAR completes the first line of the narrative. Leave these fields blank when none of the codes applies. Valid entries include:

AP	Obligor	IN	In state agency
CP	Obligee	FC	Foster care
AF	Alleged father	TPL	Third party liability
CT	Caretaker	IMW	Income Maintenance
APAT	Obligor's attorney	SUP	Supervisor
CPAT	Obligee's attorney	SCSU	Specialized Customer Service Unit
AFAT	Alleged father's attorney	APOT	Person for obligor
EMP	Employer	CPOT	Person for obligee
COC	Clerk of court	CSC	Collection Services Center
EDUC	Educational institution	FI	Financial institution
HOUS	Housing assistance	POST	Post office
QC	Quality Control	UNION	Labor union
LAW	Law enforcement agency	EPICS	Employer Call Center
HI	Health insurance company		Any valid worker number
OUT	Out of state agency	Blank	

- ◆ **Seven blank lines beginning with colons:** Enter your narrative explanation, with a maximum of seven lines per one narrative entry. This entry allows you to explain actions taken on a case.

When the EVENT TYPE: FROM: and TO: fields contain entries and you press the ENTER key, ICAR completes the first line of the narrative with pre-determined language. After pressing ENTER, begin typing your explanation on the second line.

Refer to 9-B-Appendix for the appropriate combination of EVENT TYPES and FROM: and TO: codes and the pre-determined language.

**Note:** Your text does not word-wrap, so watch for unusual or awkward word breaks from line to line, and re-key the entry as necessary. Type in the message or information to include in the case record and press the F2 key twice to add the information.

### Case Narrative View/Select (NARRCASE) Screen

The Case Narrative View/Select (NARRCASE) screen allows you to view all narratives posted on a case. Example of the NARRCASE screen:

```

D479HN02                IOWA COLLECTION AND REPORTING SYSTEM          DATE: 03/27/00
                           CASE NARRATIVE VIEW/SELECT                 TIME: 10:12:44
CASE NUMBER:              WORKER ONLY?          IMAGED?          BEGIN DATE:
PAYOR NAME:                                     PROC:
PAYEE NAME:                                     FUNC:
COMMENTS:
S  DATE                NARRATIVE

ENTER=SELECT,  PF3=MOD COMMENT,  PF4=DELETE, PF5=INQUIRY,    PF6=TRANSFER,
PF7=PAGE BACK, PF8=PAGE FORWARD, PF10=SHIFT, PF11=DUPLICATE, PF12=PRINT SCREEN
NEXT SCREEN:                NOTES:
ENTER CASE NUMBER AND PRESS THE PF5 KEY

```

The NARRCASE screen includes the following fields:

- ◆ **CASE NUMBER:** Enter a valid ICAR case number and press the F5 key to display the case narratives.
- ◆ **WORKER ONLY?:** Enter “Y” to display-only those narratives you create manually through the NARRDUP screen.

- ◆ **IMAGED:** ICAR displays summarized information from the IMAGE screen associated with this case. Valid codes for the first character are:

P Partial: Only some of the documents for this case have been imaged.  
Y Yes: All of the documents for this case have been imaged.  
N No: None of the documents for this case have been imaged.  
E EPICS: Only Employers Partnering in Child Support (EPICS)-related documents for this case have been imaged.

Valid codes for the second character are:

W Waiting: Required back-filing documents are waiting to be imaged.  
B Back-filed: Required back-filing documents are imaged.

- ◆ **BEGIN DATE:** Enter any date in the MM/DD/CCYY format and press the F5 key. ICAR displays all narratives older than the specified date.
- ◆ **PAYOR NAME:** ICAR displays the obligor's first, middle, and last name associated with the case number entered in the CASE NUMBER field. The name matches the name on the PAYOR screen.
- ◆ **Four unlabeled fields:** You may enter codes to indicate special information about the obligor. Valid entries include:

AUTH Obligor has granted permission to a third party to discuss case.  
BIO This case is a legal-biological father situation.  
DAP Obligor is a dangerous person.  
DECD Obligor is deceased.  
DISA Obligor is receiving disability.  
FIP Obligor is on FIP (FIP-UP).  
MP Obligor is a minor parent.  
OBEN Obligor is receiving other state benefits (Food Assistance, Medicaid).  
POPP Obligor is participating in a Parental Responsibility project.  
PRSN Obligor is an inmate in prison.  
REC Obligor has advised that the parties have reconciled.  
SELF Obligor is self-employed.  
UCIT Obligor is an undocumented citizen.  
WTW Obligor is participating in the Welfare to Work project.

If you enter "AUTH," enter the third party's name in the COMMENTS section of the PAYOR screen.

If you enter "DAP," provide any details in the COMMENTS section of the PAYOR screen.

- ◆ **PROC:** Enter any of the valid ICAR process codes to display all the narratives for that process. Refer to 9-B-Appendix for a complete list of processes.
- ◆ **PAYEE NAME:** ICAR displays the obligee's first, middle, and last name associated with the case number entered in the CASE NUMBER field. This name matches the name on the PAYEE screen.
- ◆ Four unlabeled fields: You may enter codes to indicate special information about the obligee. Valid entries include:

AUTH	Obligee has granted permission to a third party to discuss case.
DAP	Obligee is a dangerous person.
DECD	Obligee is deceased.
DISA	Obligee is receiving disability.
MP	Obligee is a minor parent.
POPP	Obligee is participating in a Parental Responsibility project.
PRSN	Obligee is an inmate in prison.
REC	Obligee has advised that the parties have reconciled.
WTW	Obligee is participating in the Welfare to Work project.

ICAR completes the fourth field of the payee parent with "CT" when the CARETAKER field on the PAYEE screen contains a "Y."

If you enter "AUTH," enter the name of the third party in the COMMENTS section of the PAYEE screen.

If you enter "DAP," enter any details in the COMMENTS section of the PAYEE screen.

- ◆ **FUNC:** ICAR does not require an entry in this field. Enter this code only if you wish to view only the "EST" or "ENF" classified narratives. Valid entries include:

EST	Associates this narrative with establishment calendar flags.
ENF	Associates this narrative with enforcement calendar flags.
- ◆ **COMMENTS:** Enter free-form text related to the displayed ICAR case. Include information any worker with proper security clearance should know when displaying narratives related to this case.
- ◆ **S: (SELECT):** Enter an "S" to correct your narrative text. Press the ENTER key.
  - If you select a narrative created under your worker ID on the same day you select it, ICAR displays the USER INPUT CASE NARRATIVE subscreen. Type in the change to the narrative and press the F3 key twice to update the narrative language.

- If you select a narrative created under your worker ID that was created on a previous day, ICAR does not allow you to correct it.
  - If you select a system-generated narrative, ICAR displays the following message: "SORRY - THIS IS NOT A WORKER INPUT NARRATIVE." You may not update a system-generated narrative.
- ◆ **DATE:** ICAR displays the date of the narrative in the MM/DD/CCYY format.
- ◆ **NARRATIVE:** ICAR displays the narrative entry associated with the date to the left.

Press the F10 key to view additional information about each narrative displayed. Example of a NARRCASE screen (after PF10=SHIFT):

D479HN02		IOWA COLLECTION AND REPORTING SYSTEM				DATE: 03/27/00	
		CASE NARRATIVE VIEW/SELECT				TIME: 14:49:43	
CASE NUMBER:	000000	WORKER ONLY?	IMAGED?	N W	BEGIN DATE:		
PAYOR NAME:						PROC:	
PAYEE NAME:						FUNC:	
COMMENTS:							
S	DATE	NARRATIVE					
	032700 WRKRID:	ACCT:	CNTY: 0	NARR:000	OLDCASE:	0	STATUS: 0
	032700 WRKRID:	ACCT:	CNTY: 0	NARR: 0	OLDCASE:	0	STATUS: 0
	032700 WRKRID:	ACCT:	CNTY: 0	NARR: 0	OLDCASE:	0	STATUS: 0
	032700 WRKRID:	ACCT:	CNTY: 0	NARR: 0	OLDCASE:	0	STATUS: 0
ENTER=SELECT, PF3=MOD COMMENT, PF4=DELETE, PF5=INQUIRY, PF6=TRANSFER, PF7=PAGE BACK, PF8=PAGE FORWARD, PF10=SHIFT, PF11=DUPLICATE, PF12=PRINT SCREEN NEXT SCREEN: NOTES: SHIFT COMPLETED							

**Note:** The fields CASE NUMBER through COMMENTS continue to display. The fields below the COMMENTS: field (after PF10=SHIFT) include the following:

- ◆ **S: (SELECT):** Enter "S" and press the ENTER key.
- If you select a narrative created under your worker ID on the same day you select it, ICAR displays the USER INPUT CASE NARRATIVE subscreen. Type in the change to the narrative and press the F3 key twice to update the narrative language.

- If you select a narrative created under your worker ID that was created on a previous day, ICAR does not allow you to correct it.
- If you select a system-generated narrative, ICAR displays the following message: "SORRY - THIS IS NOT A WORKER INPUT NARRATIVE." You may not update a system-generated narrative.
- ◆ **DATE:** ICAR displays the date of the narrative in the MM/DD/CCYY format.
- ◆ **WRKRID:** ICAR displays the worker ID of the person who created this narrative entry as displayed on the left-hand side of the NARRCASE screen. ICAR displays the program number if the narrative was created through a batch program.
- ◆ **ACCT:** ICAR displays the account type associated with this case. This matches the entry in the CURRENT ACCT TYPE field on the CASE screen at the time of the narrative entry.
- ◆ **CNTY:** ICAR displays the county associated with this case. This matches the entry in the CNTY OF RESIDENCE field on the PAYEE screen at the time of the narrative entry.
- ◆ **NARR:** ICAR displays the narrative ID number associated with this narrative.
  - ICAR displays a zero for worker-generated narratives.
  - ICAR displays a number other than zero for system-generated narratives.
- ◆ **OLD CASE:** ICAR displays the old case number if this narrative was copied or transferred from another case.
- ◆ **STATUS:** ICAR displays the status number associated with this narrative.

NARRCASE screen function keys are as follows:

- ◆ **ENTER = SELECT:** Press the ENTER key after selecting a worker-generated narrative to edit the content of the narrative message. (You can only do this on the same day you create the narrative.)
- ◆ **PF3 = MOD COMMENT:** Press the F3 key after adding or changing the message displayed in the COMMENT field.
- ◆ **PF4 = DELETE:** Press the F4 key to delete a selected worker-generated narrative. (You can only do this on the same day you create the narrative.)
- ◆ **PF5 = INQUIRY:** Press the F5 key to display the narrative for the case listed in the CASE NUMBER field.



- ◆ PF6 = TRANSFER: Press the F6 key to display the CASE NARRATIVE TRANSFER/COPY subscreen.
- ◆ PF7 = PAGE BACK: Press the F7 key to page back through previously displayed narratives.
- ◆ PF8 = PAGE FORWARD: Press the F8 key to page forward to view more displayed narratives.
- ◆ PF10 = SHIFT: Press the F10 key to shift the NARRCASE screen to view narrative details for the case.
- ◆ PF11 = DUPLICATE: Press the F11 key to access the NARRDUP screen. ICAR brings the current case information to the NARRDUP screen.
- ◆ PF12 = PRINT SCREEN: Press the F12 key to print the current ICAR screen.

### USER INPUT CASE NARRATIVE Subscreen

Access the USER INPUT CASE NARRATIVE subscreen by selecting a worker-generated narrative entry and pressing the ENTER key. You can correct a narrative only before close of business on the same day you created it. Example of a USER INPUT CASE NARRATIVE subscreen:

D479HN06	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 03/27/00
	USER INPUT CASE NARRATIVE	TIME: 11:53:45
CASE NUMBER.....: 000000                      PAYOR:		
FUNC.....: EST                                      PAYEE:		
PROCESS.....: LOC		
CODE.....:		
NARRATIVE		
1...5...1...5...2...5...3...5...4...5...5...5...6...5...7		
0                      0                      0                      0                      0                      0                      0		
EXAMPLE NARRATIVE TO BE CORRECTED.		
LINE 2		
LINE 3		
LINE 4		
LINE 5		
LINE 6		
LINE 7		
PF3=UPDATE		
NEXT SCREEN:                      NOTES:		
UPDATE NARRATIVE DATA - PRESS THE PF3 KEY		

The USER INPUT CASE NARRATIVE subscreen includes the following fields:

- ◆ **CASE NUMBER:** ICAR displays the case number from the NARRCASE screen.
- ◆ **PAYOR:** ICAR displays the obligor's name from the NARRCASE screen.
- ◆ **FUNC:** ICAR displays the function shown on the NARRCASE screen. You may change the function as appropriate. Valid entries include:
  - EST      Associates this narrative with establishment calendar flags.
  - ENF      Associates this narrative with enforcement calendar flags.
- ◆ **PAYEE:** ICAR displays the obligee shown on the NARRCASE screen.
- ◆ **CODE:** ICAR displays the event type shown on the NARRCASE screen.
- ◆ **NARRATIVE:** ICAR displays the narrative shown on the NARRCASE screen. You may make corrections or additions to the narrative entry shown. Upon completing the corrections or additions, press the F3 key to update the narrative.

## CASE NARRATIVE TRANSFER/COPY Subscreen

On the NARRCASE screen, press the F6 key to display the CASE NARRATIVE TRANSFER/COPY subscreen. On this subscreen you can transfer or copy selected narratives from one case to one or more other cases as needed. Example of the CASE NARRATIVE TRANSFER/COPY subscreen:

```
D479HN03                IOWA COLLECTION AND REPORTING SYSTEM        DATE: 03/27/00
                           CASE NARRATIVE TRANSFER/COPY              TIME: 15:11:29

CASE NUMBER.....:    000000                    PAYOR:
NARRATIVE PROCESS:                    PAYEE:
BEGIN DATE.....:                                TRANSFER TO:          OR COPY TO:
SEL DATE            NARRATIVE
      032700 SAMPLE NARRATIVE CREATED FOR THIS CASE.
      032700 ANOTHER SAMPLE NARRATIVE COMPLETED FOR THIS CASE TO SHOW
                  AN EXAMPLE OF THE APPEARANCE OF THE CASE NARRATIVE TRANSFER/
                  COPY SCREEN.
```

^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^V^

```
ENTER = SELECT, PF5=INQUIRY, PF7=PAGE BACK, PF8=PAGE FORWARD, PF10=SHIFT
NEXT SCREEN:                        NOTES:
```

The CASE NARRATIVE TRANSFER/COPY subscreen includes the following fields:

- ◆ **CASE NUMBER:** ICAR displays the case number from the NARRCASE screen.
- ◆ **PAYOR:** ICAR displays the obligor's name from the NARRCASE screen.
- ◆ **NARRATIVE PROCESS:** Enter any of the valid ICAR processes, such as ADMIN, ADPAT, LOC. Refer to 9-B-Appendix for a complete list of processes.
- ◆ **PAYEE:** ICAR displays the obligee's name from the NARRCASE screen.
- ◆ **BEGIN DATE:** Enter a date in the MM/DD/CCYY format to select the starting date (and back) for ICAR to display narratives. If you leave this field blank, ICAR defaults this field to today's date as the starting point.
- ◆ **TRANSFER TO:** Enter a valid ICAR case number in this field.
- ◆ **OR COPY TO:** Enter a valid ICAR case number in this field.
- ◆ **SEL:** Enter an "S" in combination with an entry in the TRANSFER TO: field or the OR COPY TO: field and press the ENTER key. ICAR transfers or copies the selected narrative to the identified case.

You may repeat this process to copy the selected narrative entry, one case at a time, to as many cases as needed.

## **CALENDAR FLAG SPECIALIZATION**

This section provides instructions and examples for using three ICAR screens that allow supervisors to redirect specific process calendar flags from the caseworker to other workers assigned to specialized processes:

- ◆ The Case Detail (CASEDET) screen
- ◆ The Calendar Flag Spec Detail (CASESPEC) screen
- ◆ The Case Summary (CASESUM) screen

Central office staff attach calendar flags to a specific process code when creating them in ICAR. Calendar flag specialization allows supervisors to redirect the calendar flags associated with a process to a worker other than the case "owner" (the worker ID of the person displayed on the CASE screen).

Any valid ICAR process code, other than REFER, may be used for calendar flag specialization. You must use the CASELOAD screen to issue REFER flags to the appropriate workers.

When designating a specific process's calendar flags for redirection to a specialized worker or unit, all future flags associated with that process issue to that worker or unit. Calendar flag specialization does not redirect flags already generated. You cannot redirect specific flags within a process.

Through calendar flag specialization, ICAR redirects only calendar flags issued by batch and on-line programs. It does not redirect calendar flags manually set by workers and it does not support processes for which automated calendar flags have not yet been programmed.

ICAR does not require you to remove specialized workers' IDs from CASE screens. However, you may do so if you choose. Calendar flag specialization functions properly under either configuration.

To set up calendar flag specialization for a specific worker or office, you must follow these three steps:

1. Identify the workers in the office for each specialized process.
2. Establish the specialized units.
3. Identify the caseloads for which the specialized units are responsible.

The following screens allow you to set-up specialized workers or units.

**Calendar Flag Spec Detail (CASEDET) Screen**

The CASEDET screen is organized by process and by unit (the worker or group of workers responsible for the calendar flags associated with the process). Example of the CASEDET screen:

D479HC58	IOWA COLLECTION AND REPORTING SYSTEM		DATE: 04/27/00
	CALENDAR FLAG SPEC DETAIL		TIME: 15:39:27
PROCESS CODE....:			
UNIT.....:		TYPE (SPEC, ATTY, SPPT):	
(F)IFO/(A)LPHA..:			
SEL	WRKR	ALPHA	SEL WRKR ALPHA
		TO	TO
		TO	TO
		TO	TO
		TO	TO
		TO	TO
		TO	TO
		TO	TO
		TO	TO
		TO	TO
		TO	TO
		TO	TO
PF2=ADD, PF3=MOD, PF4=DEL, PF5=INQ, PF6=WRKR, PF7=PREV UNIT, PF8=NEXT UNIT			
PF9=REFRESH, PF10=PREV PROCESS, PF11=NEXT PROCESS			
NEXT SCREEN:		NOTES:	
PLEASE ENTER PROCESS CODE, UNIT AND TYPE TO INQUIRE			

The CASEDET screen includes the following fields:

- ◆ **PROCESS CODE:** Enter any valid ICAR process code other than REFER for the process being specialized. Refer to 9-B-Appendix for a complete list of valid process codes.
- ◆ **UNIT:** Enter the valid worker ID or valid office unit ID that designates a group of specialized workers. Valid office and unit IDs include:

BURx	Burlington	DUBx	Dubuque
CARx	Carroll	EPIC	EPICS Unit, Waterloo
CEDx	Cedar Rapids	FCRx	Foster Care Recovery Unit
CLNx	Clinton	FTDx	Fort Dodge
CBFx	Council Bluffs	ISUx	Iowa State University Unit
CREx	Creston	LINx	Linn Co
DAVx	Davenport	MARx	Marshalltown
DECx	Decorah	MASx	Mason City
DSBx	Des Moines, Bell Ave		

Replace the fourth character (x) with 0-9 or A-Z to identify multiple units within your office uniquely. For example, a specialized unit for the Davenport office could be DAV8.

- ◆ **TYPE (SPEC, ATTY, SPPT):** Enter a valid code to indicate which type of worker receives the redirected calendar flags. Entries include:

SPEC Specialized worker. **Note:** Only "SPEC" is currently functional.

ATTY Specialized attorney or legal secretary.

SPPT Specialized clerical support worker.

- ◆ **(F)IFO/(A)LPHA (first-in-first-out/alphabetic):** Enter a valid code to indicate how to distribute the calendar flags. Valid entries include:

F First in-first out. The worker who has gone the longest without being issued a calendar flag within the identified process in the PROCESS CODE field is the next worker to receive a calendar flag.

A Alphabetic. This entry allows the supervisor to divide the calendar flags associated with the process by obligor last name, thereby creating a caseload for each specialized worker in the unit.

**Note:** Although (F)IFO/(A)LPHA functions only when a unit consists of more than one person, ICAR requires entry to this field whenever you establish any specialized unit.

- ◆ **SEL:** ICAR requires an entry of any alpha character in this field to ADD (F2), MODIFY (F3), or DELETE (F4). The SEL field on this screen allows you to select multiple lines of data to process at the same time.
- ◆ **WRKR:** Enter a valid ICAR worker ID for the workers in the specialized unit. ICAR edits your entry to ensure that the worker ID you entered is contained on the WORKER screen.
- ◆ **ALPHA TO:** Enter up to three letters in each part to indicate the obligor alphabet range in that worker's caseload. Examples of valid types of entries include: A - Z, BI - FO, B - DES, etc. ICAR does not edit the ranges entered to avoid overlaps or contain gaps.

**Note:** When the calendar flag specialization process is unable to redirect a calendar flag, ICAR issues the flag to the worker ID listed on the CASE screen. This ensures that calendar flags are not "lost" in the system. This may occur when alphabetical ranges have been entered in a manner that creates gaps in coverage for the unit.

### Calendar Flag Spec Table (CASESPEC) Screen

ICAR displays the CASESPEC screen by worker. On this screen, the supervisor identifies the processes and the worker or unit responsible for the calendar flags for a process. Use this screen to identify the non-specialized worker and to whom ICAR should direct that worker's specialized calendar flags.

You may begin with any worker in the office. The only data you must enter on this screen are the specialized process and the unit responsible for the specialized process.

You are not limited to entering only work units housed in your local office. Any work unit may be entered for any location in the state. This capability allows you to direct work outside of the office, such as income withholding specialization that occurs at EPICS.

**Note:** Do not set up the REFER process on this screen.

Example of the CASESPEC screen:

D479HC57		IOWA COLLECTION AND REPORTING SYSTEM				DATE: 04/27/00			
		CALENDAR FLAG SPEC TABLE				TIME: 16:46:40			
CASE WORKER.....:					CASE WORKER NAME:				
SEL	PROCESS	SPEC	ATTY	SPPT	SEL	PROCESS	SPEC	ATTY	SPPT
PF2=ADD, PF3=MODIFY, PF4=DELETE, PF5=INQUIRE, PF6=WORKER,									
PF7=PAGE BACK, PF8=PAGE FORWARD, PF9=REFRESH									
NEXT SCREEN:					NOTES:				
ENTER WORKER ID AND PRESS THE PF5 KEY TO INQUIRE									

The CASESPEC screen includes the following fields:

- ◆ **CASE WORKER:** Enter the valid ICAR worker ID for the caseworker whose flags you wish to redirect and press the F5 key. ICAR displays the specialized processes and the work units that receive the calendar flags for those specialized processes.
- ◆ **CASE WORKER NAME:** ICAR displays the worker name as recorded on the WORKER screen for the worker ID you entered in the CASE WORKER field.

- ◆ **SEL:** Enter any letter to add, modify, or delete the selected processes or work units. You may select more than one process at a time.
- ◆ **PROCESS:** Enter any valid process code other than REFER. Refer to 9-B-Appendix for a complete list of valid process codes.
- ◆ **SPEC:** Enter the worker ID of the specialized worker or of the work unit ID to receive the specialized calendar flag. A unit may contain multiple workers or may contain only one worker. Therefore, you may enter unit IDs, such as DSM1, DSM2, or worker IDs, such as DRK1, DRK2.

ICAR edits this field to ensure that the unit you enter was first created on the CASEDET screen.

**Note:** ICAR requires the valid worker or unit ID in at least one of the following fields to add a process: SPEC, ATTY, or SPPT. Additionally, ICAR requires that you added the process, unit, and calendar flag type (SPEC, ATTY, SPPT) on the CASEDET screen before you add it on this screen. (You can check whether a process, unit, or type record exists by inquiring on the CASEDET screen.)

- ◆ **ATTY:** This field is currently not functional.
- ◆ **SPPT:** This field is currently not functional.

### **Creating a Specialized Unit of One Worker**

This section details each step for creating a specialized unit in a local (LOCx) office that consists of eight workers (LCL1 - LCL8). The local office has decided to create a specialized establishment (the administrative establishment and administrative paternity establishment processes) unit that consists of one worker (LCL1) responsible for establishment.

1. Start on the CASEDET screen.
2. Enter the code for the process being specialized in the PROCESS CODE field. ICAR allows one process code per CASEDET screen. In this example, enter ADMIN.
3. Enter the applicable worker or unit ID in the UNIT field. In this example, there is one worker, LCL1, in the ADMIN unit. Enter that worker's ID in the UNIT field.





After adding all the specialized units:

1. Access the CASESPEC screen to complete the specialized calendar flag process.
2. Enter the worker ID to receive the redirected calendar flags in the CASE WORKER field. In our example, enter “LCL2” since LCL2 is the first non-specialized worker.
3. Press the PF5 key.
4. Enter an “S” in the SEL field.
5. Enter the ICAR process code identified on the CASEDET screen in the PROCESS field. In our example, enter “ADMIN.” This means effective tomorrow, worker LCL2 no longer receives system-generated ADMIN calendar flags.
6. Enter the worker or unit ID that is set-up to specialize in that process in the SPEC field. In our example, Enter “LCL1.”

Since you may be redirecting calendar flags for several processes, repeat steps four – six on this screen for each redirected process.

7. Press the F2 key twice.

Repeat steps one – seven for each non-specialized worker. You have successfully created a specialized unit consisting of one worker in your office.

Below is the completed CASESPEC screen for worker LCL2:

[illegible]

Worker LCL2's ADMIN calendar flags are now directed to worker LCL1.

### **Creating a Specialized Unit of Multiple Workers**

This section details each step for creating a specialized unit within a local (LOCx) office that consists of eight workers (LCL1 - LCL8). The local office has decided to create a specialized federal tax offset (process code of FED) unit that consists of two workers (LCL7 and LCL8). LCL7 and LCL8 are responsible for federal tax offsets.

1. Start on the CASEDET screen.
2. Enter the code for the process being specialized in the process code field. ICAR allows one process code per CASEDET screen. In this example, a CASEDET screen must be added for FED.
3. Enter the appropriate work unit ID in the unit field. In this example, there are two workers, LCL7 and LCL8, in the FED unit. You must create a work unit. The local office's work units are designed LOCx. Designate this work unit's ID as "LOC1." Enter "LOC1" in the unit field.
4. Enter "SPEC" in the type field to redirect the calendar flags to a work unit.
5. Enter either an "F" or "A" in the (F)IFO/(A)LPHA field to reflect your assignment of specialized calendar flags. In this example, enter an "A."
6. Enter a letter in the SEL field.
7. Enter the worker ID number of the first worker in the work unit in the WRKR field. In this example, there are two workers, LCL7 and LCL8, in the FED unit. In the WRKR field enter "LCL7."
8. Enter your choice of alpha sort in the ALPHA TO field. In this example, there are two workers, so assign worker LCL7 the first half of the FED caseload alphabet by entering "A" in the first portion of the field. Tab to the second portion of the field and enter "M."

**Note:** Complete the SEL, WRKR, and ALPHA TO fields for each worker in the unit before completing the next step. In our example, repeat steps 6 – 8 for worker LCL8. Assign worker LCL8 the second half of the FED caseload alphabet by entering "N" in the first portion of the field. Tab to the second portion of the field and enter "Z."

9. Press the F2 key twice.

Work unit LOC1 is specialized to receive FED calendar flags. This completes all CASEDET screens for work unit LOC1. Below is the completed FED CASEDET screen for work unit LOC1:

[illegible]

You established two specialized work units:

- ◆ Worker LCL1 handles establishment cases.
- ◆ Work unit LOC1 (workers LCL7 and LCL8) handles federal tax offset cases.
- ◆ The office has redistributed the remaining cases to the other five workers.

Repeat this process for additional specialized workers or units until you establish all specialized units. After completing all the specialized units:

1. Access the CASESPEC screen to complete the specialized calendar flag process.
2. Enter the worker ID for whom you want to redirect calendar flags in the CASE WORKER field. In our example, enter worker ID “LCL2” since LCL2 is the first non-specialized worker.
3. Press the F5 key.
4. Enter an “S” in the SEL field.
5. Enter the ICAR process code identified on the CASEDET screen in the PROCESS field. In our example, enter “ADMIN.” Effective tomorrow, worker LCL2 no longer receives system-generated ADMIN calendar flags.

6. Enter the worker or unit ID that is specialized in that process in the SPEC field. In our example, enter “LCL1.”

Since you are redirecting calendar flags for several processes, repeat steps 4 – 6 on this screen for each process that is to be redirected.

7. Tab to the next line and enter an “S.” Tab to the PROCESS field and enter “FED.” Tab to the SPEC field and enter “LOC1.”
8. Press the F2 key twice. Repeat steps 1 – 8 for each non-specialized worker.

Below is the completed CASESPEC screen for worker LCL2:

```

D479HC57                IOWA COLLECTION AND REPORTING SYSTEM                DATE: MM/DD/YY
                           CALENDAR FLAG SPEC TABLE                        TIME: HH:MM:SS

CASE WORKER.....: LCL2                CASE WORKER NAME: JANE CASEWORKER

SEL  PROCESS      SPEC      ATTY      SPPT                SEL  PROCESS      SPEC      ATTY      SPPT
      ADMIN        LCL1                                     FED        LOC1

^.....^

PF2=ADD, PF3=MODIFY, PF4=DELETE, PF5=INQUIRE, PF6=WORKER, PF9=REFRESH
NEXT SCREEN:                NOTES:

```

**Result:** You have directed LCL2's ADMIN calendar flags to worker LCL1. Additionally, worker LCL2's FED calendar flags are now directed to work unit LOC1. You have successfully created a specialized unit consisting of two workers in your office.

Workers may maintain a regular caseload along with a specialized caseload. ICAR is designed to accommodate either arrangement.

An office has four workers, ABC1 - ABC4. ABC1 is responsible for all establishment processes and maintains a caseload. ABC1's ID displays on a number of CASE screens. ABC4 is responsible for enforcement and maintains a caseload. ABC4's ID displays on a number of CASE screens.

Create a CASEDET screen and a CASESPEC screen for ABC1 to redirect the enforcement flags to ABC4.

Create a CASEDET screen and a CASESPEC screen for ABC4 to redirect establishment flags to ABC1.

**Calendar Flag Spec Summary (CASESUM) Screen**

To view the specialized units in your office, access the CASESUM screen.

The CASESUM screen is for display only. It provides you an overall view of the calendar flag specialization data for your office. While ICAR displays only one type of worker (SPEC, ATTY, or SPPT) per CASEDET screen, ICAR displays all of the workers and their types for each unit on the CASESUM screen.

Example of the CASESUM screen:

D479HC59		IOWA COLLECTION AND REPORTING SYSTEM				DATE: 04/30/00	
		CALENDAR FLAG SPEC SUMMARY				TIME: 10:51:16	
PROCESS CODE.....:							
UNIT.....:							
WRKR	APPLY	TYPE	ALPHA	WRKR	APPLY	TYPE	ALPHA
			TO				TO
			TO				TO
			TO				TO
			TO				TO
			TO				TO
			TO				TO
			TO				TO
			TO				TO
			TO				TO
			TO				TO
			TO				TO
			TO				TO
PF5=INQUIRY, PF6=CASESPEC, PF7=PREV PAGE, PF8=NEXT PAGE,							
PF9=PREV UNIT, PF10=NEXT UNIT, PF11=PREV PROC, PF12=NEXT PROC							
NEXT SCREEN:				NOTES:			
PLEASE ENTER PROCESS CODE AND UNIT							

The CASESUM screen includes the following fields:

- ◆ **PROCESS:** Enter any valid ICAR process code. Refer to 9-B-Appendix for a complete list of processes.

- ◆ **UNIT:** Enter any valid worker number or office unit identifier that designates a group of specialized workers. Valid office unit identifiers include:

BURx	Burlington	DUBx	Dubuque
CARx	Carroll	EPIC	EPICS Unit, Waterloo
CEDx	Cedar Rapids	FCRx	Foster Care Recovery Unit
CLNx	Clinton	FTDx	Fort Dodge
CBFx	Council Bluffs	ISUx	Iowa State University Unit
CREx	Creston	LINx	Linn Co.
DAVx	Davenport	MARx	Marshalltown
DECx	Decorah	MASx	Mason City
DSBx	Des Moines, Bell Ave		

Replace the fourth character (x) with 0-9 or A-Z to uniquely identify multiple units within your office.

ICAR requires entries in both the PROCESS CODE and UNIT fields before it can display data on the CASESUM screen. Enter the appropriate entries in the PROCESS CODE and UNIT fields and press the F5 key. In order to display data, you must first establish the unit on the CASEDET screen.

- ◆ **WORKER:** ICAR displays worker IDs for all staff assigned to the unit.
- ◆ **APPLY:** ICAR displays an “F” if the calendar flags issue on a first-in-first-out basis. ICAR displays an “A” if the calendar flags issue based on an alphabetic division.
- ◆ **TYPE:** ICAR displays the type of unit the worker is assigned to:
 

SPEC	Specialized worker (SRO, SRA, etc.).
ATTY	Specialized legal staff (attorney, legal secretary, etc.).
SPPT	Specialized support worker (secretary, clerk, etc.).

**Note:** Only “SPEC” is currently functional.

- ◆ **ALPHA TO:** ICAR displays the individual alphabetic divisions for each worker in the unit when the calendar flags are divided alphabetically.

**Case Load Table Maintenance (CASELOAD) Screen**

Use the CASELOAD screen to determine who in your office receives calendar flags for the REFER process. Do not use the CASESPEC and CASEDET screens for REFER calendar flags.

Each worker ID displayed on a CASE screen within your office must have two CASELOAD screens, one for establishment calendar flags and one for enforcement calendar flags. Each CASELOAD screen must identify:

- ◆ The worker who receives the calendar flag,
- ◆ The worker's resident county or counties covered,
- ◆ The calendar flag role (obligor or obligee), the function type (EST or ENF), and
- ◆ The worker's alphabetical split within each county.

If a worker has different caseload alphabetical splits for different counties, you must establish a separate CASELOAD screen for each alphabetical split. For the REFER process, you must divide the entire alphabet by single letter designations. Example:

Enter the CASELOAD screens for enforcement REFER flags as A through L to worker 1 and M through Z to worker 2. This is an appropriate split of the alphabet.

An alphabetical split A through LE for worker 1 and LF through Z for worker 2 is an inappropriate alphabetical split. ICAR does not know what to do with the calendar flags for a name that begins with the letter L. ICAR deletes all calendar flags for the letter L and does not forward them to any worker.

Example of the CASELOAD screen:



D479HS19	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 05/12/00
	CASE LOAD TABLE MAINTENANCE	TIME: 14:31:29
WORKER ID NUMBER.....:		
NAME.....:		
JOB DESCRIPTION.....:		
RESIDENT COUNTY.....: 00 00 00 00 00 00 00 00 00 00 00 00 00 00		
00 00 00 00 00 00 00 00 00 00 00 00 00 00		
CASE LOAD (ALPHA).....:	,	THRU ,
	,	THRU ,
	,	THRU ,
CASE LOAD (ALT ALPHA).:		
BASED ON (ROLE).....: FUNCTION (EST, ENF)....:		
PROCESS.....:		
REFER FLAGS ISSUED TO.:		
PF2=ADD PF3=UPDATE PF4=DELETE PF5=INQUIRY PF6=CASEFALT PF7/PF8=PAGE PF9=REFRESH		
NEXT SCREEN: NOTES:		
ENTER WORKER ID AND PRESS THE PF5 KEY TO INQUIRE		

The CASELOAD screen includes the following fields:

- ◆ **WORKER ID NUMBER:** Enter a valid worker ID number and press the F5 key. ICAR displays the information recorded on this worker's WORKER screen in the NAME and JOB DESCRIPTION fields.
- ◆ **NAME:** ICAR displays the name associated with the worker ID number, as recorded on the WORKER screen.
- ◆ **JOB DESCRIPTION:** ICAR displays the job description associated with the worker ID number, as recorded on the WORKER screen.
- ◆ **RESIDENT COUNTY:** Enter the valid county numbers for which this worker is responsible. See 9-B-Appendix, **CSRU RESPONSIBILITY BY COUNTY NUMBER AND NAME**, for a complete list of county names and numbers.
- ◆ **CASE LOAD (ALPHA):** Enter an "A" for alphabetical caseload.
- ◆ **(Blank) THRU (blank):** Enter a single letter in the first part of this two-part field to designate the beginning of the caseload by alphabet. Enter a single letter in the second part of this field to designate the ending letter of the caseload. Example: A THRU E.

- ◆ **CASE LOAD (ALT ALPHA):** This field is not used.
- ◆ **BASED ON (ROLE):** Enter “PAYOR” or “PAYEE.”
- ◆ **FUNCTION (EST, ENF):** Enter “EST” for establishment or “ENF” for enforcement.
- ◆ **PROCESS:** This field displays blank.
- ◆ **REFER FLAGS ISSUED TO:** Enter the valid worker ID for the worker assigned to work the REFER calendar flags.

Worker DRXX’s counties are 05, 12, 37, and 92. This worker’s caseload is PAT (paternity establishment). Complete the following fields on the CASELOAD screen:

- ◆ **WORKER ID NUMBER:**
- ◆ **RESIDENT COUNTY:**
- ◆ **CASE LOAD (ALPHA):** If applicable.
- ◆ **BASE ON (ROLE):**
- ◆ **FUNCTION:**
- ◆ **PROCESS:** Informational only.

On the CASELOAD screen for enforcement, complete:

- ◆ **WORKER ID NUMBER:** DRXX
- ◆ **RESIDENT COUNTY:** 05 12 37 92
- ◆ **CASE LOAD (ALPHA):** If applicable
- ◆ **BASE ON (ROLE):** PAYOR
- ◆ **FUNCTION:** ENF
- ◆ **PROCESS:** PAT(Information only.)

On the CASELOAD screen for establishment, complete:

- ◆ **WORKER ID NUMBER:** DRXX
- ◆ **RESIDENT COUNTY:** 05 12 37 92
- ◆ **CASELOAD (ALPHA):** If applicable.
- ◆ **BASE ON (ROLE):** PAYOR
- ◆ **FUNCTION:** EST
- ◆ **PROCESS:** PAT(Information only.)

## **Default Worker Referral Table Maintenance (CASEFALT) Screen**

The CASEFALT screen designates the worker who receives incomplete public assistance referrals.

ICAR identifies the referral based on the county designation on the ABC case. When the obligor name is incomplete or missing, the REFER process checks this screen and sends the public assistance case to the worker ID listed on this screen.

Access the CASEFALT screen by one of two methods:

- ◆ Press the F6 key on the CASELOAD screen, or
- ◆ Type "CASEFALT" in the NEXT SCREEN field on any ICAR screen and press the ENTER key.

Example of the CASEFALT screen:

D479HS29		IOWA COLLECTION AND REPORTING SYSTEM						DATE: 05/12/00	
		DEFAULT WORKER REFERRAL TABLE MAINTENANCE						TIME: 16:25:38	
CNTY	WRKR	CNTY	WRKR	CNTY	WRKR	CNTY	WRKR	CNTY	WRKR
01	ABC1	18	PQR5	35	NOP3	52	ACE3	69	WXZ6
02	ABC1	19	QRS2	36	WXZ6	53	ACE3	70	FHK6
03	BCD2	20	LMN1	37	OPQ1	54	STU4	71	RST3
04	EFG4	21	RST3	38	XZA4	55	NOP3	72	RST3
05	FGH1	22	QRS2	39	OPQ1	56	UVW6	73	CLM3
06	GHI3	23	MNO6	40	IRD3	57	BDFY	74	RST3
07	HIJO	24	OPQ1	41	NOP3	58	UVW6	75	FHJ8
08	IJKH	25	IJKH	42	XZA4	59	STU4	76	KLM4
09	HIJO	26	STU4	43	WXZ6	60	RST3	77	IJKH
10	HIJO	27	LMN1	44	UVW6	61	IJKH	78	WXZ6
11	KLM2	28	TUVO	45	QRS2	62	STU4	79	XZA4
12	HIJO	29	UVW6	46	KLM4	63	IJKH	80	LMN1
13	KLM4	30	RST3	47	ZAB6	64	XZA4	81	OPQ1
14	OPQ1	31	VWX2	48	ACE3	65	WXZ6	82	WYA1
15	LMN1	32	RST3	49	MNO6	66	NOP3	83	OPQ1
16	MNO6	33	QRS2	50	IJKH	67	ZXY7	84	RST3
17	NOP3	34	NOP3	51	STU4	68	STU4	85	IJKH
PF3=UPDATE, PF6=CASELOAD									
NEXT SCREEN:				NOTES:					
CASE LOAD DEFAULT TABLE DISPLAYED. MAKE CHANGES AND UPDATE (PF3)									

The CASEFALT screen includes the following fields:

- ◆ CNTY: ICAR displays the county numbers 01 – 99. These county numbers represent all Iowa counties and specialized units, such as EPICS.
- ◆ WRKR: Enter a valid worker ID to indicate the person in the identified county that receives incomplete public assistance referrals.

## **COMMUNICATION THROUGH STATUSES**

When you or ICAR take specific steps on a case and federal regulations require that the obligee or the other state should be notified, ICAR automatically generates a status. A status is a message written to a specific party to advise them of actions occurring on their case.

ICAR narrates the generation and mailing of each status. The narrative contains the number of the status sent. You can view these messages through the VIEW STATUS SCREEN (VSTATUS) screen.

### **View Status Screen (VSTATUS)**

To access the VSTATUS screen, type VSTATUS in any NEXT SCREEN field on ICAR and press the ENTER key.

Example of the VSTATUS screen:

```

D479HS56          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 04/02/04
                                VIEW STATUS SCREEN                TIME: 08:40:42
PROCESS....:      NUMBER....:      USER INPUT:      B/O:      STAT TYPE:
                                LAST UPD:      BY:      INTERSTA GEN:
CSENET CODES.....: FUNCTION...:      ACTION.....:      A/R:      PRT PAPER:
  STATUS 1  TEXT  2          3          4          5          6          7
1...5...0...5...0...5...0...5...0...5...0...5...0...5...0
1
2
3
4
5
6
7
8
9
10
11
12
  DATABASE FIELD LOCATIONS.....: LINE:      COL:      LINE:      COL:
  LINE:      COL:      LINE:      COL:      LINE:      COL:      LINE:      COL:
PF2=ADD, PF3=UPDATE, PF5=INQUIRY, PF7=PAGE BACK, PF8=PAGE FORWARD, PF9=REFRESH
NEXT SCREEN:      NOTES:
ENTER PROCESS, NUMBER AND PRESS THE PF5 KEY TO INQUIRE

```

The VSTATUS screen includes the following fields:

- ◆ **PROCESS:** Enter any valid ICAR process code. Refer to 9-B-Appendix for a complete list of valid process codes.
- ◆ **NUMBER:** Enter the number of the status you wish to view. If you do not know the specific number of the status you wish to view, enter 1 in the NUMBER field and then page through the statuses to find the one you wish to review.
- ◆ **USER INPUT:** Make no entry in this field. ICAR displays either a “Y” or “N” in this field.
  - “Y” means that when the status is going to issue you must enter variable information in order to complete the message.
  - “N” means that no variable information is needed to complete the status. Central office staff determine if variable information is needed for the status when designing the status within each process.

- ◆ **B/O:** Make no entry in this field. ICAR displays either “B” or “O” in this field.
  - “B” indicates the status generates in batch. Batch statuses print in the Hoover Building in Des Moines and are sent to your office to determine if the status should really be mailed to the addressee.
  - “O” indicates the status generates on-line to a printer in your office. This allows you to review the status immediately and determine if it should be mailed to the addressee.
- ◆ **STAT TYPE:** Make no entry in this field. ICAR displays one of nine codes to determine whom the status is addressed to. The allowable codes are:
 

PE	Status is sent to the obligee to provide an update of actions occurring on the case.
PR	Status is sent to the obligor or alleged father to provide an update of actions occurring on the case.
SU	Status is sent to another state to provide an update of action occurring on the case.
RQ	Status is requesting and update of the case action being taken by another state on Iowa’s behalf.
RR	Status sent in response to a request for information Iowa is providing at the request of another state.
IF	Status is sent to another state to request information. These statuses indicate the information being requested, such as a copy of the court order.
AK	Status is an acknowledgment of a request when another state provides requested information to Iowa.
TX	Status provides federal tax administrative review information to another state.
- ◆ **LAST UPD:** Make no entry in this field. ICAR displays a date in this field in the MM DD CCYY format to indicate the last time a central office staff member worked on the wording of the status or any information associated with the status.
- ◆ **BY:** Make no entry in this field. ICAR displays the worker ID of the last central office staff member who worked on the wording of the status or any information associated with the status.
- ◆ **INTERSTA GEN:** Make no entry in this field. ICAR displays either blank or “ALL” in this field.

The entry of "ALL" can be made in this field only if the STAT TYPE field contains "SU."

If a case contains multiple interstate screens, the status may need to issue to all states.

If this is appropriate, the field will contain "ALL." Central office staff determine if the interstate status should issue to all states when designing the status.

- ◆ **CSENET CODES:** Make no entry in this field. Using the information in the FUNCTION, ACTION, and PRT PAPER fields, ICAR determines if the status should be sent through the Child Support Enforcement Network (CSENET) instead of through a paper status. Central office staff determine if the interstate status should issue through CSENET when designing the status.
- ◆ **FUNCTION:** Make no entry in this field. ICAR displays either "PAT" "ENF" or "EST" in this field.

PAT     Status is associated with a paternity establishment process.

ENF     Status is associated with an enforcement process.

EST     Status is associated with an establishment process.

All major processes in ICAR are classified as either enforcement or establishment at the time of development. Central office staff code the status as "ENF" or "EST" depending upon the classification of the process the status providing the information.

- ◆ **ACTION:** Make no entry in this field. ICAR displays either "P" or "R" in this field.

P       Status provides information to the other state.

R       Status is requesting information from the other state.

Central office staff code the status as "P" or "R" depending upon the message listed in the status. Providing this information helps the other state route the CSENET transaction to the appropriate staff member upon receipt.

- ◆ **A/R:** Make no entry in this field. ICAR displays either "LUALL" or "SUDEN" in this field. These codes indicate the specific action or reason the status or CSENET transmission was created. Central office staff determine which code is appropriate when designing the status.
- ◆ **PRT PAPER:** Make no entry in this field. ICAR displays either "Y" or "N."

Y       Status is generated only in a paper format.

N       Status only generates as a CSENET transaction.

- ◆ **STATUS 1 TEXT:** Make no entry in this area. ICAR displays the actual text of the status for you. If there are empty spaces in the lines of text, this indicates where variable information specific to the case displays. The blanks are designed to hold the longest variable length for the information listed.

The name of the obligor or alleged father needs to appear in the body of the status. The blanks for the variable will be a total of 32 characters long. This will allow a first name of 15 characters and a last name of 15 characters with spaces.

- ◆ **DATABASE FIELD LOCATIONS:** Make no entry in these fields. ICAR displays line and column numbers for any variable information contained within the status. There is room for six variables within each status.

The VSTATUS screen includes the following function keys:

- ◆ **PF2=ADD:** This function key is not valid in the “view” version of the screen. In the full functioning version of the screen, central office staff use this key to add a new status to the designated process.
- ◆ **PF3=UPDATE:** This function key is not valid in the “view” version of the screen. In the full functioning version of the screen, central office staff use this key to change an existing status.
- ◆ **PF5=INQUIRY:** Use this key to display a status. Enter the process code and the number. Press the F5 key and ICAR displays the requested status.
- ◆ **PF7=PAGE BACK:** Use this key to move backward through all the statuses for a specific process or function code.
- ◆ **PF8=PAGE FORWARD:** Use this key to move forward through all the statuses for a specific process or function code.
- ◆ **PF9=REFRESH:** This function key is not valid in the vie version of the screen. If the full functioning version of the screen, central office staff use this key to blank out existing information on the screen in order to add a new status to ICAR.



## FORMS GENERATION

ICAR generates a number of forms to support the activities related to child support work. Forms generate in batch and on-line formats. While designing a process, central office staff determine if the form is an on-line or batch form. To support the generation of forms, ICAR contains a module that you use to generate forms. In many circumstances, a specific entry to a specific field triggers the generation of a form.

For on-line forms, central office staff build a form template in WORD and complete a list of variables supplied by ICAR. These products merge into a single document. That document displays in WORD on your PC. Follow the instructions and best practices in each process to determine the number of copies to print and the mailing procedures for the forms.

### Available Forms Display (FORMLIST) Screen

All forms within ICAR are associated with a process. For example, you find all forms that support the administrative paternity process by using the process code ADPAT.

To find and display a form for completion without using the supporting process screen, use the FORMLIST screen within the ICAR FORMS module. To access it, type FORMLIST in any NEXT SCREEN field on ICAR and press the ENTER key. Example of the FORMLIST screen:

```

D479HF01                IOWA COLLECTION AND REPORTING SYSTEM          DATE: 01/07/02
                           AVAILABLE FORMS DISPLAY                     TIME: 10:40:29

PROCESS:                 PROCESS DESCRIPTION:

SEL   FORM NUMBER   FORM DESCRIPTION
---   -

```

The FORMLIST screen includes the following fields:

- ◆ **PROCESS:** Enter a valid ICAR process, such as ADMIN, ADPAT, LOC. Press the F5 key to display the forms by title in alphabetical order. Press the F1 key to display the forms by form number.

If you do not know the process code for the form, leave this field blank. Press the F5 key to display the forms by title in alphabetical order. Press the F1 key to display the forms by form number.

- ◆ **PROCESS DESCRIPTION:** If you entered a process code in the PROCESS field, ICAR displays the complete name of the process in this field when you press the F1 key or the F5 key.
- ◆ **SEL:** Enter any letter and press the ENTER key to display the form for completion. ICAR displays the form on the FORMVIEW screen for you. The FORMVIEW screen is discussed later in this manual section.
- ◆ **FORM NUMBER:** ICAR displays the form number for each form. Each form used by the unit must have a form number. The number designates that the form is approved by DHS and the unit may use it.
- ◆ **FORM DESCRIPTION:** ICAR displays the official name of the form in this field. Example: *Income Withholding Order; Administrative Order for Support.*

The FORMLIST screen has these function keys:

- ◆ **PF1=FORM NUMBER:** Press the F1 key to display the forms by form number. ICAR displays the forms in numerical order from lowest to highest.
- ◆ **PF5=FORM NAME:** Press the F5 key to display the forms by the official name of the form. ICAR displays the forms in alphabetical order from A to Z.
- ◆ **PF7=PAGE BACKWARDS:** Press the F7 key to view previous lists of forms.
- ◆ **PF8=PAGE FORWARD:** Press the F8 key to view the next list of forms.



The FORMVIEW screen includes the following fields:

- ◆ **FORM NUMBER:** ICAR displays the number of the form.
- ◆ **FORM DESCRIPTION:** ICAR displays the official name of the form in this field.  
Example: *Income Withholding Order; Administrative Order for Support.*
- ◆ **FIELD NAME/VARIABLE – DATABASE FIELD CONTENT:** ICAR displays a description of the information you enter. The information associated with the description displays directly below the description line. For example, the field description is OBLIGOR NAME (FML). On the next line, ICAR displays the first, middle, and last name of the obligor or you enter that information.

Central office staff determine descriptions when designing the form. If room allows, central office staff include examples of how the information should display.

- ◆ **LENGTH:** This field indicates the maximum number of characters that you or ICAR can enter. Central office staff determine the length of the variable when designing the form. For example, the field description is OBLIGOR NAME (FML) with a length of 32. The maximum number of characters that can be entered for the first, middle, and last name of the obligor is 32 characters.
- ◆ **REQUIRED?:** ICAR displays either a “Y” or “N” in this field. Central office staff determine if the field is required when they develop and build the form. If you must complete the field to make the form understandable, ICAR displays a “Y.” You must complete all required fields for the form in order to generate the form.

Central office staff also determine if a paragraph of information within a form is optional. If more than one circumstance can apply to a case, you select the optional paragraphs that apply to your case and only those paragraphs appear in the final printed form.

Select the optional paragraph on the FORMVIEW screen with a single character below the line that describes the situation within the optional paragraph. A title for the optional paragraph also appears on the FORMVIEW screen. ICAR includes the paragraph title in the narrative that generates from the forms module.

Once the form displays, either enter the appropriate information in the appropriate fields or review the information ICAR displays. Update any necessary information.

The FORMVIEW screen has these function keys:

- ◆ PF3=UPDATE: Press the F3 key to retain information entered or changed in each FIELD NAME/VARIABLE – DATABASE FIELD CONTENT field. Update each screen before advancing to the next screen.
- ◆ PF6=BLANKFORM: Press the F6 key to allow ICAR to enter blank lines in place of each variable in the form.
- ◆ PF7=PAGE BACKWARDS: Press the F7 key to view previous FORMVIEW screens for that form.
- ◆ PF8=PAGE FORWARD: Press the F8 key to view the next FORMVIEW screens for that form.
- ◆ PF11=FORMGEN: Press the F11 key to begin the process to generate a “hard copy” of the form.
- ◆ PF12=PAGE 1: Press the F12 key to go back to the beginning page FORMVIEW screen.

### **Generating the Form (FORMGEN)**

After you enter or review all of the variable information for the form, you must advance to the process to generate the form. When the last page of variable information for the form displays, press the PF11 key. ICAR displays the FORMGEN screen for you.

If you print to a printer shared by multiple staff, the information you enter on this screen acts as a cover sheet for the document you print. Follow normal office procedure and best practices regarding the completion and printing of this sheet.

Example of FORMGEN screen:

D479HF13	IOWA COLLECTION AND REPORTING SYSTEM ON-LINE FORM GENERATION SCREEN	DATE: 01/07/02 TIME: 10:39:31
FORM NUMBER:	CASE NUMBER:	REGENERATING FORM? (Y/N): N
WORKER ID..:	USER ID....:	
ANY DATA ENTERED BELOW WILL BE DISPLAYED ON A COVER SHEET FOR THIS FORM		
PF3=UPDATE COMMENTS, PF9=GENERATE FORM		
NEXT SCREEN: NOTES:		
VERIFY DATA AND PRESS PF9 TO GENERATE FORM		

The FORMGEN screen includes the following fields:

- ◆ **FORM NUMBER:** ICAR displays the number of the form.
- ◆ **CASE NUMBER:** Enter any valid ICAR case number. If you generate a form through FORMLIST, enter the case number the form is being generated for. If you access this form through a field on a process screen, ICAR displays the case number for you.
- ◆ **REGENERATING FORM? (Y/N):** ICAR automatically displays a “Y” in this field. If you generate a form, and after the first printing determine that you need another copy, press the F11 key on the FORMVIEW screen ICAR currently displays. When the FORMGEN screen appears, enter a “Y” in this field before proceeding to the next step in forms generation.
- ◆ **WORKER ID:** If you are generating the form, ICAR displays your worker ID. If you want another ID to appear on the printed form, change the information to the appropriate worker ID.
- ◆ **USER ID:** ICAR displays the user ID of the worker generating the form. For example, Jane Doe in the Des Moines Bell office is generating the form. Her user ID of DSSX123 displays in this field. (**Note:** The worker name and user ID are fictional.)

- ◆ **ANY DATA ENTERED BELOW WILL BE DISPLAYED ON A COVER SHEET FOR THIS FORM:**  
Enter any message you want to display on the cover sheet that accompanies the form when it prints. You may enter a message of 12 lines at 70 characters per line. Enter the information and update the screen.

The FORMGEN screen has these function keys:

- ◆ **PF3=UPDATE COMMENTS:** Press the F3 key to update any comments you entered in the comment section. ICAR does not print a cover sheet if you did not enter information in the COMMENT field.
- ◆ **PF9=GENERATE FORM:** Press the F9 key to begin the forms merging and printing process.

After you press the F9 key, ICAR begins the process of merging (joining) the two pieces of information together to provide the form you requested. ICAR scrapes the variable information from the FORMVIEW screens and passes that information to Word on your PC. Word opens the template of the form you generated and merges the information to display a completed form.

A print process box now displays on your screen that allows you several options. The options available for each form are based on whether the form is editable. Central office staff determine if a form is editable when developing the form. Options may include:

- ◆ **QUICK PRINT:** This function allows you to print a single copy of the form displaying on your screen.
- ◆ **PRINT:** This process allows you the ability to print multiple copies of the form. A print dialogue box appears that allows you several printing options. This box matches the print options box in Word.
- ◆ **SAVE:** If the form is editable, you may save a copy of the merged and completed form. Since you are now within Word, the form saves to the location designated on the FILE LOCATIONS tab within the Tools menu in Word.
- ◆ **DISCARD:** After viewing the completed form, if you determine you no longer need the form or there are errors you need to correct and the form is not editable, you may discard the form.





- ◆ **PROCESS:** Enter any valid process code, such as ADMIN, ADPAT, LOC. Press the F5 key to display the forms for that process by title in alphabetical order. Press the F1 key to display the forms for that process by form number.

If you do not know the process code for the form, leave this field blank. Press the F5 key to display all forms available from the FORMOSEL screen by title in alphabetic order. Press the F1 key to display all forms available from the FORMOSEL screen by form number.

- ◆ **PROCESS DESCRIPTION:** If you entered a process code in the PROCESS field, ICAR displays the complete name of the process in this field when you press the F1 key or the F5 key.
- ◆ **SEL:** Enter any letter and press the ENTER key to display the form for completion. ICAR displays the form on the FORMVIEW screen.
- ◆ **FORM NUMBER:** ICAR displays the form number for each form.
- ◆ **FORM DESCRIPTION:** ICAR displays the official name of the form in this field.

The FORMLIST screen has these function keys:

- ◆ **PF1=FORM NUMBER:** Press the F1 key to display the forms by form number from the lowest to the highest number.
- ◆ **PF5=ALPHABETIC:** Press the F5 key to display the forms by official form name in alphabetical order from A to Z.
- ◆ **PF7=PAGE BACKWARDS:** Press the F7 key to view previous lists of forms.
- ◆ **PF8=PAGE FORWARD:** Press the F8 key to view the next lists of forms.

## **IMAGING OF DOCUMENTS**

Several offices within the Unit have the ability to image documents. Those offices are: Marshalltown, Davenport, Fort Dodge, Waterloo, EPICS, and Collection Services Center (CSC).

In the Marshalltown, Davenport, Fort Dodge, and Waterloo offices, staff image all forms, correspondence, letters, etc. into an electronic case file. In EPICS, staff image all forms related to income withholding, administrative levy, and medical enforcement. CSC staff image copies of all checks processed and the supporting documents for those checks.

**Document Storage**

Imaging allows CSRU to store all paperwork that supports casework in an electronic format stored on a local server. With proper software, you can access the information in an imaged file. Each document you image is placed in a folder within the imaged case file for the case. The sub-folders within a case file include:

- ◆ The ASN-TERM folder that contains assignment and termination forms.
- ◆ The CORRESPONDENCE folder that contains correspondences for the case.
- ◆ The ENFORCEMENT folder that contains all forms for the enforcement processes (garnishment, contempt, bond, US attorney referrals, etc.) that do not have their own folders.
- ◆ The ESTABLISHMENT folder that contains all establishment forms.
- ◆ The HISTORICAL folder that contains all forms not associated with a process and not used for current child support work. (Only the Marshalltown office uses this folder.)
- ◆ The IWO folder that contains all income withholding forms.
- ◆ The LEGAL folder that contains copies of legal documents other than orders associated with the case.
- ◆ The LOCATION folder that contains all location forms.
- ◆ The MAINTENANCE folder that contains forms and documents used for child support purposes not associated with another folder.
- ◆ The MEDICAL folder that contains all medical forms.
- ◆ The ORDERS folder that contains all the orders for the case that set or adjust the amount of support due or are associated with an income withholding or a specialized enforcement action.
- ◆ The REVIEWMOD – S&R folder that contains all forms related to the review and adjustment, administrative modification, or suspense and reinstatement processes other than orders.
- ◆ The SPECIALIZED ENFORCEMENT folder that contains all forms related to a specialized enforcement process such as administrative levy other than orders.
- ◆ The TAX folder that contains all forms related to the interception of tax refunds for the payment of support.

To determine the proper folder for a form, see the forms spreadsheet in the IMAGING share on the HOOVR3S2/CSRU.772.

**Note:** If the FINAL HOME column on the spreadsheet lists a process code, file the form in the folder you are working on when ICAR issues the form.

For example, form 470-0204, *Financial Statement*, issues in all establishment processes and in review and adjustment and administrative modification processes. If ICAR generates the form while you are working on an administrative modification for the case, file the imaged copy in the REVIEWMOD – S&R folder.

ICAR tracks whether or not a case file has never been imaged, has been partially imaged, has been fully imaged, or if only EPICS forms are imaged. To determine the image status of a case file, check the IMAGE screen in ICAR. To access the screen, type “IMAGE” in the NEXT SCREEN field on any ICAR screen and press the ENTER key.

### **Image Case Folder (IMAGE) Screen**

ICAR tracks the image status of the CSRU case file on the IMAGE screen. Example of the IMAGE screen:

D479HD17	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 02/25/02
	IMAGE CASE FOLDER	TIME: 14:01:29
CASE NUMBER:	DATE CASE OPENED	DATE CASE CLOSED
IMAGED? (Y/P/N/E):		
BACKFILED? (W/B):	00 00 0000	
NAME	SSN	WORKER
PAYOR:	000-00-0000	
PAYEE:	000-00-0000	
PF3=UPDATE		
NEXT SCREEN:	NOTES:	
PLEASE ENTER A VALID CASE NUMBER AND PRESS THE PF5 KEY		

The IMAGE screen includes the following fields:

- ◆ **CASE NUMBER:** Enter any valid ICAR case number and press the F5 key to display the imaging information for the entered case number.
- ◆ **DATE CASE OPENED:** ICAR displays the date in the MM/DD/CCYY format. This date matches the date in the CASE OPEN DATE field on the CASE screen and indicates the date the case was active (“A” in the STATUS (A/I/C/D/H) field on the CASE screen).
- ◆ **DATE CASE CLOSED:** ICAR displays the date in the MM/DD/CCYY format. This date matches the date in the CASE CLOSED DATE field on the CASE screen and indicates the date the case status was closed (“C” in the STATUS (A/I/C/D/H) field on the CASE screen).
- ◆ **IMAGED? (Y/P/N/E):** Enter a valid code to indicate the imaged status of the case. Valid entries include:
  - Y The entire paper case file is imaged.
  - P The paper case file is partially imaged.
  - N None of the paper case file is imaged.
  - E Only the EPICS documents are imaged.
- ◆ **BACKFILED (W/B):** Enter a “W” to indicate the current hard copy of the existing file is waiting to be imaged. Enter a “B” to indicate the hard copy of the existing file is completely imaged for the case.
- ◆ **PAYOR NAME:** ICAR displays the obligor’s name in the format of last name, first name, and middle initial. If the child’s paternity has not been established, ICAR displays “UNKNOWN FATHER” in this field.
- ◆ **PAYEE NAME:** ICAR displays the obligee’s name in the format of last name, first name, and middle initial.
- ◆ **SSN:** ICAR displays the SSN for the person listed in the corresponding PAYOR NAME or PAYEE NAME field.
- ◆ **WORKER:** ICAR displays the valid worker ID from the entry in the ICAR CASE WRKR ID field on the CASE screen.

## **COMPUTER SECURITY**

**Legal reference:** 45 CFR 307.10(b)(11); Iowa Code section 22.7

In order to do your work, you have access to a vast array of information. To access the information you use multiple mainframe applications, the Internet, and PC applications. All information contained within ICAR and all other systems is sensitive, and you must protect this information at all times.

To protect the information, you must have multiple levels of security in order to access, add, modify, or delete information. The levels of security include:

- ◆ PC (personal computer) workstation/network access.
- ◆ Mainframe access through the Network Entry System (NES).
- ◆ Screen access within ICAR.
- ◆ Field level access within ICAR.

As a Unit employee, you are assigned the necessary user accounts that provide you the appropriate security level to accomplish your job.

The following sections give more information about:

- ◆ User accounts
- ◆ Selecting strong passwords
- ◆ Maintaining your computer's security
- ◆ On-line security maintenance
- ◆ The Security Group Maintenance Screen (SECGRP)
- ◆ The SECURITY DIALOG MAINTENANCE Subscreen
- ◆ The Worker Maintenance Screen (WORKER)
- ◆ The Worker Maintenance 2 Screen (WORKER2)
- ◆ DHS policy on e-mail usage and security
- ◆ DHS policy on Internet usage and security

### **User Accounts**

Access to computer systems is critical to your daily job. On computer systems like the ones used by CSRU where multiple users share disk space and system resources, each user is given a computer account.

You have a user account on your PC for the DHS Enterprise Network and in ICAR (NES).

**PC/DHS Enterprise Network User Account**

The DHS network security administrator grants you access to your PC and the DHS Enterprise Network. When the state hires you, your supervisor contacts central office staff to obtain your necessary security clearance.

Central office contacts the DHS network security administrator, who assigns you a PC/network user account and a “starter” password. The DHS network security administrator returns your user account to central office. Central office forwards the information to your supervisor, who then shares this information with you.

Your PC/network user account is your log-on identification, which establishes your user name in the DHS Enterprise Network. Your user name is usually seven alphabetical characters that contain the first letter of your first name and up to the first six letters of your last name.

Josephine Johnson’s PC/network user name is “jjohnso.” Harvey Dent’s PC/network user name is “hident.”

When you first enter your user name and your starter password, your PC/network requires you to enter a new password. You must select a new, personal, private, and “strong” password for your PC/network user account.

Selecting a strong password is the first step you take to protect your information from unauthorized access. Refer to the section **Selecting Strong Passwords**.

**NES User Identification (Userid) Account**

Information Technology Enterprise (ITE) in the Department of Administrative Services grants you access to NES (ICAR). When the state hires you, your supervisor contacts central office and requests your access to:

- ◆ The mainframe computer systems necessary to perform your job, and
- ◆ The ICAR screens necessary to perform your job.

Central office contacts the ITE central office staff, who assign you a NES user ID account and establishes that user ID account in the mainframe with a starter password. ITE staff return the information to the Unit's central office staff, who forward the information to your supervisor. Your supervisor then shares this information with you.

Your NES user ID account is usually in either the "dssX999" format or the "dssX99X" format. The "X" represents a letter and the 9s represent numbers.

After initially using your starter password, change your password immediately. Select a new, personal, private, and strong password for your NES user ID account. Selecting a strong NES password is the next step you take to protect your information from unauthorized access. Refer to **Selecting Strong Passwords**.

NES then requires you to change your password every 60 days. Refer to **Changing Your NES Password**.

### **Selecting Strong Passwords**

A password is defined as a secret sequence of characters used to authenticate a worker's identity, usually during a log-on process.

Passwords should be easy to remember and hard to guess. Even the best software, protected hardware, and compatible components will not be secure unless all users work within the security policies recommended in this chapter.

When choosing a password, make it as difficult as possible for someone outside your workstation to make educated guesses about your password. Following the guidelines for strong password selection makes your PC and ICAR more secure.

#### **What to use in NES:**

- ◆ Use characters, and
- ◆ Use numbers (not only as the last character of your password).
- ◆ The required password length is eight characters.

What to Use in Windows®:

- ◆ Use both upper and lower case characters (e.g.: upPeRLoWEr),
- ◆ Use numbers,
- ◆ Use punctuation, and
- ◆ Use special characters (! @ # \$ % ^ & \*) (not only as the last character of your password).

Try to choose a password with the maximum number of characters allowed. On your PC/network, the maximum password length is 14 characters. At a minimum, the PC/network password may be six characters. However, it is recommended that you use between six and ten characters.

Use a password that you can type quickly, without having to look at the keyboard. This makes it harder for someone to steal your password by watching over your shoulder.

Avoid writing down your password or storing passwords in computer files, such as an MS-Word document or an MS-Excel spreadsheet.

The following sections give more information about:

- ◆ Suggestions for creating strong passwords
- ◆ Weak passwords: what to avoid
- ◆ Password security
- ◆ Changing your NES password
- ◆ Changing your PC/network password

**Suggestions for Creating “Strong” Passwords**

Your PC/network password is case-sensitive. This means you must capitalize the correct letters within your password.

Your NES password is not case-sensitive. This means you do not have to capitalize the correct letters in your password. ICAR treats the lowercase **abc** and the uppercase **ABC** as the same password.



Some of the strongest passwords are acronyms that are special to you but are not common. Some examples include:

- ◆ For *My daughter Mary is 4 and 7*, the password is **MdMi4a7** for your PC/network or **mdmi4a7** for ICAR.
- ◆ For *Three blind mice, See how they run*, the password is **3bm,Shtr** for your PC/network or **3bmshtr** for ICAR. Remember, since NES is not case-sensitive. You could type **3bmshtr** or **3BMSHTR** for NES.

Another way to develop a strong password is to choose a title or a line or two from a song or poem, and use the first letter of each word. For example, *In Xanadu did Kublai Kahn a stately pleasure dome decree* (ten words) becomes **IXdKKaspdd** (10 characters) for your PC/network or **ixdkkasp** for NES (drop the last two characters, as eight characters is the maximum allowed).

All of the above example passwords are essentially random but easy for you to remember.

#### **“Weak” Passwords: What to Avoid**

When choosing your password, avoid using:

- ◆ Any real words or combinations of real words.
- ◆ Words from dictionaries of any language.
- ◆ Simple patterns of adjacent letters on the keyboard, such as “qwerty” or “asdfgh.”
- ◆ Your NES user ID or PC/network log-on ID in any form: as-is, reversed, capitalized, doubled, etc.
- ◆ Your first or last name in any form.
- ◆ Your spouse’s or children’s names.
- ◆ Other information easily obtained about you. This includes your initials, nicknames, license plate numbers, telephone numbers, social security number, the brand of your automobile, the name of the street you live on, the names of your pets, and so on.

### Password Security

Security experts often make three recommendations regarding passwords:

- ◆ Select different strong passwords for every application that requires a password.
- ◆ Change your password at regular intervals.
- ◆ Avoid telling your passwords to anyone.

While working for the Unit, make every attempt to follow these recommendations.

Normally most people cannot remember a different random combination of characters as a password for each application. This may lead to one of two weak password solutions:

- ◆ Selecting non-random passwords that are easy to remember.
- ◆ Writing down your password on a piece of paper or in a file on your system.

Both of these solutions compromise security of information. Do not use either solution.

Follow these password precautions:

- ◆ Use different passwords for NES and for your PC/network.
- ◆ Change your passwords regularly. NES and the PC/network require a new password every 60 days. Change your password immediately if you feel it has been compromised.
- ◆ Be wary of people watching over your shoulder when you type your password. If you suspect someone watching you type it in, report this to your supervisor, and change your password immediately.
- ◆ Your supervisor or PC coordinator **never** needs to know your NES password under any circumstance. If you ever get e-mail from someone asking for your password for **any** reason, do not give your password via e-mail or telephone. Report any request for your password to your supervisor immediately.
- ◆ Supervisors: Report NES user IDs and PC user accounts that must be deactivated.

### **Changing Your NES Password**

To change your NES password, take the following steps:

1. On your PC desktop, double-click your mainframe connection icon. The NES screen displays.
2. Enter your NES user ID.
3. Tab to the PASSWORD field.
4. Enter your current password.
5. Tab to the NEW PASSWORD field.
6. Enter your new password.
7. Press the ENTER key.

The CHANGE PASSWORD screen displays with the message “PLEASE RETYPE YOUR NEW PASSWORD.” (Refer to the example CHANGE PASSWORD screen below.)

8. Key your new password at the PLEASE ENTER YOUR NEW PASSWORD FOR VERIFICATION field prompt. This is to confirm your new password.
9. Press the ENTER key.

If your new password matches on both screens, then the INFORMATION TECHNOLOGY SERVICES, APPLICATION SELECTION MENU screen displays with the message “YOUR PASSWORD WILL EXPIRE IN 60 DAYS.”

You have successfully changed your NES password.

10. If your new password does not match on both screens, then the CHANGE PASSWORD screen redisplay with two prompts and a message:  
PLEASE ENTER YOUR NEW PASSWORD =>  
AND AGAIN =>  
and the message “THE TWO PASSWORDS DO NOT MATCH - PLEASE RESTART.”
11. Enter your new password at the first prompt.
12. Tab to the second prompt.
13. Enter your new password at the second prompt.

14. Press the ENTER key. One of two things happens:
- ◆ If your new password matches on both lines, the INFORMATION TECHNOLOGY SERVICES, APPLICATION SELECTION MENU screen displays with the message “YOUR PASSWORD WILL EXPIRE IN 60 DAYS.”  
You have successfully changed your NES password.
  - ◆ If your new password does not match on both lines, you must repeat steps 9 – 13 until your new password matches on both lines.  
Once your new password matches, you have successfully changed your NES password.

Reminder: Remember your new password. You cannot access NES and other mainframe systems without it.

**Note:** Should you decide not to change your password when you arrive at the CHANGE PASSWORD screen, press the F3 key to return to the NES screen.

Example of the CHANGE PASSWORD screen:

Date:01/11/20	CHANGE PASSWORD	Userid:DSSXXXX
Time:09:33		Terminal:ABCDEFG
<p>Please enter/re-enter your new password below.</p> <p>Passwords may contain any combination of characters The minimum acceptable length is 3 The maximum acceptable length is 8</p> <p>You are advised to choose something that you can easily remember but which other people cannot easily guess.</p> <p>Please enter your new password for verification =&gt;</p> <p>WARNING: Changing your NES password will NOT change your Office Vision password.</p> <p>REMEMBER: If you forget your password, you will be unable to logon. CKNC0003-6 <b>Please retype your new password</b></p> <p>PFKEYS: 1      2      3 End 4      5      6      7      8      9      10</p>		

### **Changing Your PC/Network Password**

To change your PC/network password, take the following steps:

1. When your PC displays your desktop, press the CTRL, ALT, and DELETE keys at the same time.
2. Your PC displays the Windows 2000 security menu.
3. Click on the "CHANGE PASSWORD" option.
4. Your PC displays the Windows 2000 PASSWORD CHANGE box.
5. Your PC has already completed the user name and log-on in the boxes. Do not change these boxes. Enter your old password in the OLD PASSWORD box. Enter your new password in the NEW PASSWORD box. Re-enter your new password in the CONFIRM NEW PASSWORD box.
6. Click the OK button.
7. If you entered everything correctly, your PC displays a box containing the message "YOUR PASSWORD HAS BEEN CHANGED."
8. Click the OK button.
9. Your PC displays the Windows 2000 security menu.
10. Click either the CANCEL button to display your desktop or the LOCK COMPUTER button to secure your PC.

### **Maintaining Your Computer's Security**

You must maintain your computer's security at all times. Remember these procedures:

- ◆ Never leave your workstation while signed on to an application.
- ◆ Never allow someone else to work on your workstation under your NES user ID.  
ICAR records any actions taken as if you made the entries.

Central office recommends that whenever you leave your workstation you should lock your computer. Sign-off from ICAR and close your NES session. To lock your PC, press the CTRL, ALT, and DELETE keys all at the same time. Your PC displays the WINDOWS 2000 security menu. Click on the LOCK COMPUTER option. Your PC displays a box containing the following message:

This computer is in use and has been locked.

Only \_\_\_\_\_ or an administrator can unlock this computer.

Press Ctrl-Alt-Del to unlock this computer.

Your domain location and name will display in the blank in this box. Example:  
IADHS/SSMITH1 (Susie Smith). (This information is fictional.)

To unlock your computer, press the CTRL, ALT, and DELETE keys all at the same time. Your PC displays the Windows 2000 UNLOCK COMPUTER box. Enter your PC/Network password in the PASSWORD box and press the ENTER key. Your PC displays the screen you were on when you locked your computer.

At the end of your workday, close all open programs. (Sign off from ICAR, close your NES session, and close Outlook and any other Windows 2000 applications you may have open.) Press the button on your keyboard that displays a flying Windows symbol or click on the "START" icon in the bottom left of your screen. Select the "RESTART" option from the drop-down list.

Closing your system in this manner allows your PC to restart each night and still leaves the PC active to receive any updates from the network administrators in Des Moines.

If your PC coordinator has recommended other daily sign-off procedures, you may follow those procedures. However, central office recommends that you sign-off using this procedure at least once a week in order to receive all updates from the network administrators in Des Moines.

### **On-Line Security Maintenance**

Security of the data on ICAR is of great importance on both the federal and state levels. Federal regulations require the state of Iowa to prevent unauthorized access to, or use of, the data in ICAR.

Further, federal system certification requirements for ICAR specify that a supervisor must approve any manual action on ICAR that overrides an automatic function or that modifies sensitive data.

The on-line security process gives supervisors flexibility in making decisions about which workers in the unit have access to modify sensitive data. With this flexibility comes responsibility.

Each unit supervisor is responsible for the unit staffs' ability to override the system and modify sensitive data. It is up to each supervisor to consider the modification access needs of each staff member in the unit carefully, and make security decisions accordingly.

On-line security supplements the existing security procedures and fulfills federal requirements by:

- ◆ Providing field-level security for the data entered in fields on the ICAR screens. Rather than denying workers access to an entire screen, this security method allows workers to modify some data fields on a screen while protecting other data fields on the same screen.
- ◆ Providing screen-level security that protects an entire screen by safeguarding the data in any single field necessary to add (F2) or modify (F3) the screen.

Adding on-line security to the SOURCE CODE field protects the entire CONVERT screen.
--------------------------------------------------------------------------------------

- ◆ Giving supervisors on-line control over worker access to modify data fields. This means that supervisors have responsibility for keeping sensitive data secure within each unit.

**Note:** This on-line security maintenance process supplements the existing security procedures but does not replace them. Existing security classes and “view-only” screens still function as they have in the past. New classes and “view-only” screens may continue to be created when appropriate. See 9-B-Appendix, **SECURITY CLASSES BY JOB TITLE/FUNCTION**.

The following sections explain the on-line security maintenance process and how supervisors can use it to tailor security to suit the way each unit operates.

### **Benefits**

The three main benefits to on-line security are:

- ◆ Local control over security access. This process gives the supervisor in each unit the ability to grant or deny access to workers in the unit. The supervisor decides how to set up access according to how each office is organized, and restricts modification access to workers who need it to do their work. As work groups change, so can the local security settings.
- ◆ Speed of access. The on-line security process allows instant access or instant protection of data. As the unit supervisor makes an entry on-line, the worker's access changes.
- ◆ Flexibility. The on-line security process allows the unit supervisor to deny a worker access to update a sensitive data field on a screen while letting the worker modify other data fields on the screen.

### **Security Hierarchy**

Three levels of authority exist in the on-line security hierarchy. The Unit has created security groups for each of these designated levels:

- ◆ Designated central office staff have global authority to designate security access for all CSRU, FCRU (Foster Care Recovery Unit), and CSC staff.
- ◆ Regional collections administrators may change security access for staff in their regions.
- ◆ Support recovery supervisors may change security access for staff in their units.

In **central office**, designated staff have statewide control to:

- ◆ Give regional administrators authority to change security access for supervisors and workers in their region.
- ◆ Give supervisors authority to change worker security access in the unit.
- ◆ Change worker access on the WORKER2 screen in ICAR.

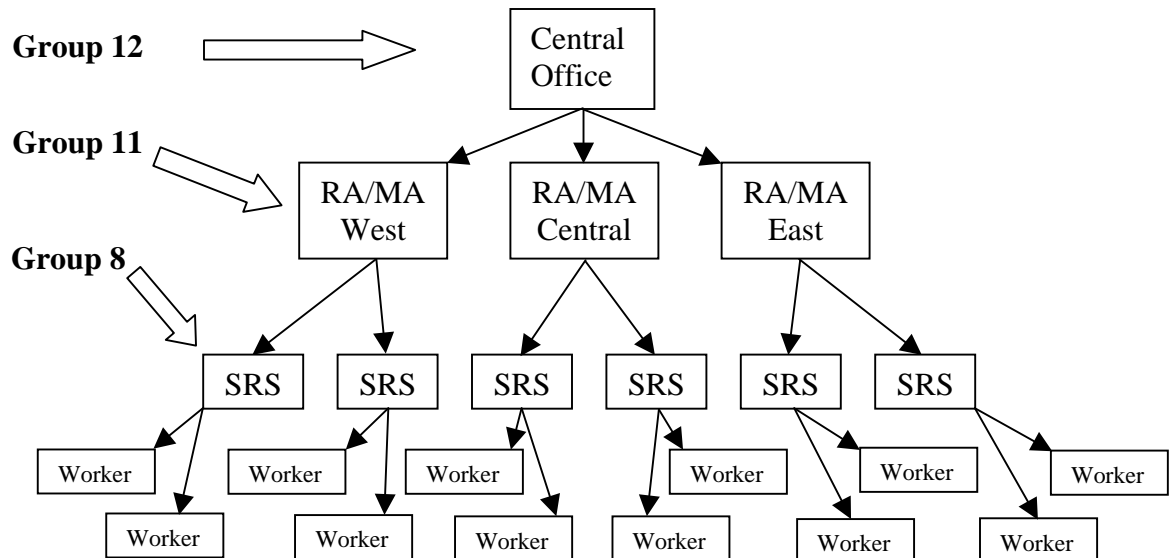
This allows central office to designate someone to act as a backup for a regional administrator or for a supervisor, as necessary. This authority is controlled by security Group 12.



Each **regional collections administrator** has regional authority over security access for supervisors and workers in the region. This gives the regional administrators the ability to designate a backup for a supervisor in the unit or to act as a backup for any supervisor who is gone for an extended period. This authority is controlled by security Group 11.

Each unit **supervisor** has local security control for the workers in the supervisor's unit. This authority is controlled by security Group 8.

Diagram of On-Line Security Hierarchy



### **Security Groups**

Security groups control access to screens and data fields included in the on-line security process. A security group may include:

- ◆ A single screen and all of the fields on that screen (Group 8, WORKER2 screen).
- ◆ Particular fields on a single screen (refer to Group 7, Credit Reporting, WORKER2 screen).
- ◆ Related fields on different screens (refer to Group 1, Obligor Social Security Number, WORKER2 screen).
- ◆ A group of people with a particular security group authority (refer to Group 11, RA/MA, WORKER2 screen).

Refer to 9-B-Appendix, **SECURITY GROUPS**.

### **Granting Access**

When developing a new process screen or adding a field to an existing process screen, central office staff determines if any of the fields have on-line security.

If a field has on-line security, Information Technology Enterprise (ITE) staff program ICAR to control the access to that field. ITE sets up access for regional administrators and support recovery supervisors to implement the on-line security process.

- ◆ Regional administrators have a “Y” in the UPDATED ALLOWED field next to groups 8 and 11 so they can give access to cases to modify the WORKER2 screen.
- ◆ Supervisors have a “Y” in the UPDATED ALLOWED field next to group 8 to modify the WORKER2 screen for workers.

Central office gives supervisors advance notification of new security groups so they can change worker access codes on the WORKER2 screen to prepare for implementation of that security group.

Refer to the section **Security Group Maintenance Screen (SECGRP)** for additional details.

## Security Group Maintenance Screen (SECGRP)

To view what data fields and screens are included in a security group, use the SECGRP screen. To access this screen, enter SECGRP in the NEXT SCREEN field prompt on any ICAR screen.

Enter a security group number on the SECGRP screen to view the screens affected by a particular security group. A sample SECGRP screen for Group 4, SUBSYSTEM FLAGS/OBLIGATION CHANGES follows:

D479HC87	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 03/20/97
	SECURITY GROUP MAINTENANCE	TIME: 08:27:44
		PAGE: 00
GROUP NUMBER.....: 00004		
GROUP DESCRIPTION.: <b>SUBSYSTEM FLAGS/OBLIGATION CHANGE</b>		
ALLOW/DENY UPDATE.: A		
S	SCREEN	DESCRIPTION
-----		
	D479HC10	OBLIGATION ADJUSTMENT
	D479HC09	OBLIGATION
	D479HS03	STEP CHANGE DISPLAY
	D479HC11	PERIODS OF SUSPENSE
	D479HC06	CHILD
	D479HC13	COLA ADJUSTMENT
	D479HS02	ASSIGNMENT DISPLAY/UPDATE
	D479HS06	OBLIGATION CORRECTION
	D479HS27	CHILD ASSIGNMENT INQ/UPDT
	D479HS08	STEPCHANGE UPDATE
	D479HC17	SUSPENSION UPDATE
PF2=ADD, PF3=MODIFY, PF4=DELETE, PF5=INQUIRE, PF7=BACK, PF8=FORWARD		
PF9=REFRESH, PF10=PRIOR GROUP, PF11=NEXT GROUP, ENTER=SELECT		
NEXT SCREEN:		NOTES:

Field staff have view-only access to this screen. To scroll through the other security groups, use the F10 and F11 keys. Use the F7 and F8 keys to page forward and back through all the screens in a group. (Although PF2, PF3, and PF4 appear on this screen, these keys are for ITE use only.)

On the SECGRP screen, ICAR designates the screens included in the security group.

- ◆ In the SCREEN column, ICAR displays the dialogue number that ITE uses to identify a screen.
- ◆ In the DESCRIPTION column, ICAR displays the full screen name.

SCREEN	DESCRIPTION
-----	
IT's dialogue number	ICAR Screen Name
D479HC11	PERIODS OF SUSPENSE
D479HC06	CHILD
D479HC13	COLA ADJUSTMENT
D479HS01	ASSIGNMENT DISPLAY/UPDATE
D479HS06	OBLIGATION CORRECTION
D479HS27	CHILD ASSIGNMENT INQ/UPDT
D479HS08	STEPCHANGE UPDATE

Notice that multiple screens are represented in Group 4, shown below. However, on-line security protection affects only specific data fields on these screens. To view the protected data fields on a particular screen in a security group, tab to the S field next to the screen, enter an "S," and press the ENTER key. **Note:** You can select multiple screens at a time.

An example SECGRP screen with the OBLIGATION screen selected:

GROUP NUMBER.....: 00004		
GROUP DESCRIPTION.: SUBSYSTEM FLAGS/OBLIGATION CHANGES		
ALLOW/DENY UPDATE.: A		
S	SCREEN	DESCRIPTION
-----		
	D479HC10	OBLIGATION ADJUSTMENT
S	<b>D479HC09</b>	<b>OBLIGATION</b>
	D479HS03	STEP CHANGE DISPLAY

After you press the ENTER key, ICAR displays the SECURITY DIALOG  
MAINTENANCE subscreen displays the protected data fields for the screen you select.

**SECURITY DIALOG MAINTENANCE Subscreen**

The SECURITY DIALOG MAINTENANCE subscreen displays the Group 4 detail information for a screen.

Example of the SECURITY DIALOG MAINTENANCE subscreen for the OBLIG screen:

D479HC88	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 03/20/97
	SECURITY DIALOG MAINTENANCE	TIME: 08:44:17
		PAGE: 1
SCREEN NAME.....: D479HC09		
SCREEN DESCRIPTION.: <b>OBLIGATION</b>		
PROTECT ALL FIELDS?: N		
GROUP NUMBER.....: 4 SUBSYSTEM FLAGS/OBLIGATION CHANGES		
S FIELD NAME OR DESCRIPTION		
-----		
OBLIGATION TYPE	-	PROTECT
REIMB. ACCT TYPE	-	PROTECT
AMT DUE:OBLIGATION	-	PROTECT
AMOUNT	-	PROTECT
OBLIGATION FREQ	-	PROTECT
EFFECTIVE DATE	-	PROTECT
END DATE	-	PROTECT
PF3=MODIFY, PF5=INQUIRE, PF7=BACKWARD, PF8=FORWARD		
PF10=PRIOR GROUP, PF11=NEXT GROUP		
NEXT SCREEN: NOTES:		

A worker with Group 4 security access to the listed fields on the selected screen can add or modify them. A worker without Group 4 security access cannot add or modify the listed fields.

If you selected more than one screen from a security group on the SECGRP screen, ICAR displays the DETAIL INFORMATION subscreens one at a time. To view the next selected DETAIL INFORMATION subscreen, press the PAUSE or CLEAR key.

**Note:** PF10 and PF11 appear on the DETAIL INFORMATION subscreen but have no function. The F3 key is for ITE use only. You have view-only access to this screen.

To return to the SECGRP screen, press PAUSE or CLEAR as many times as needed.

You must return to the SECGRP screen to successfully use the NEXT SCREEN field to access any other ICAR screens. Direct access to the rest of ICAR is not available from the SECURITY DIALOG MAINTENANCE subscreen.

### **Worker Maintenance Screen (WORKER)**

Example of the WORKER MAINTENANCE screen (WORKER):

D479HS18	IOWA COLLECTION AND REPORTING SYSTEM WORKER MAINTENANCE	DATE: 02/18/99 TIME: 10:27:51
WORKER ID NUMBER.....: <b>ABCD</b> WORKER TITLE: SUPPORT RECOVERY OFFICER		
WORKER TYPE.....: WORKER      PILOT WORKER:		
WORKER NAME.....: <b>WANDA WORKER</b> PIN: 0000000000		
OV ID/ALIAS.....: WWORKER      EPICS:		
ADDRESS LINE 1.....: CSRU ADDRESS		
ADDRESS LINE 2.....:		
CITY/STATE/ZIP.....: ANYTOWN      IA    55555		
UNLISTED PHONE NUMBER....: 555    222    3333		
GENERAL PHONE NUMBER....: 555    221    4444		
DISTRIBUTION LOCATION....: CSRU		
DISTRICT.....: 00		
REGION.....: 00		
REFERRAL DISTRICT CODE...: 0000    ANYTOWN		
LOGON USER ID.....: DDDD333		
LOGON PRINTER ID      : CDPD111		
AUTHORIZING WORKERS.....:		
PF2=ADD, PF3=MODIFY, PF5=INQUIRY, PF6=WORKER2		
NEXT SCREEN:      NOTES:		

The WORKER screen displays the information entered by your supervisor to provide you access to ICAR.

The WORKER screen contains the following fields:

- ◆ **WORKER ID NUMBER:** The four-character identification number assigned to the worker by the supervisor.
- ◆ **WORKER TITLE:** The worker's title. An example is support recovery office for an SRO, support recover aide for an SRA, etc.

- ◆ **WORKER TYPE:** The description of the worker's function. The usual entry for this field is "WORKER."
- ◆ **PILOT WORKER:** ICAR defaults this field to "N." This field controls your access to pilot programs on ICAR. Central office staff inform ITE staff of the workers involved in the specified pilot project. ICAR displays "Y" when you have access to the pilot program for the designated process.
- ◆ **WORKER NAME:** The worker's first, middle, and last name.
- ◆ **PIN:** The worker's ID number assigned by the clerk of court.
- ◆ **OV ID/ALIAS:** The worker's network log-on ID. This ID is usually the first letter of your first name and the first six letters of your last name. For example, if the worker's name is Jill Johnson, enter JJOHNSO in this field.
- ◆ **ADDRESS LINE 1:** The first line of the worker's office address.
- ◆ **ADDRESS LINE 2:** The second line of the worker's office address.
- ◆ **CITY/STATE/ZIP:** The city, state abbreviation, and zip + four code of the worker's office address.
- ◆ **UNLISTED PHONE NUMBER:** The worker's direct telephone number.
- ◆ **GENERAL PHONE NUMBER:** The Specialized Customer Service Unit (SCSU) telephone number.
- ◆ **DISTRIBUTION LOCATION:** The first line of the worker's office address. For example, Carroll CSRU, Linn County CSRU, etc.
- ◆ **DISTRICT:** The two-digit number that identifies the worker's district. Refer to the table below for the district ID number.
- ◆ **REGION:** The two-digit number that identifies the worker's region. Refer to the table below for the region ID number.

Office	District ID	Region ID
Burlington	16	03
Clinton	23	03
Carroll	12	01
Creston	14	04
Cedar Rapids	10	03
Council Bluffs	13	01
Davenport	09	03
Decorah	01	02
Des Moines	11	04
Dubuque	08	03
Ft. Dodge	05	01
FCRU	98	04
Linn County	57	03
Marshalltown	06	02
Mason City	02	01
Ottumwa	15	02
Spencer	03	01
Sioux City	04	01
Waterloo	07	02

- ◆ **REFERRAL DISTRICT CODE:** The four-digit combination of the worker's district and region number.

- ◆ **LOGON USER ID:** The worker's DHSpassport icon brings up the NES user ID screen. This consists of "DSSXXXX."

The first three characters (DSS) identify you as a DHS employee. The fourth character currently is a letter and the remaining three characters are numeric. (Some very old mainframe user IDs contain four letters.)

**Note:** All child support staff receive a mainframe user ID of DSSXXXX unless the supervisor specifically requests a TSO user ID, which is used by other computer development staff.

- ◆ **LOGON PRINTER ID:** The designated identification code that represents the worker's local mainframe printer.



- ◆ **AUTHORIZING WORKERS:** The worker IDs of the supervisors authorized to make changes to this worker's security access on the WORKER2 screen. ICAR displays these entries based on your entry in the REGION field.

When a worker is no longer employed at an office, that worker's supervisor must update the WORKER screen for that worker ID. Change the name of the worker in the WORKER NAME field to the name of the worker for the caseload. If there is no backup worker for the caseload, enter the office supervisor's name in the field. Enter that person's worker ID in the LOGON USER ID field.

This change is necessary since a number of forms require the name of a worker to appear on the form. If you enter "VACANT" for a worker name, that entry appears on the forms.

Worker Jill Johnson with worker ID XYZ4 leaves employment for CSRU.

Cathy Wilson, worker XYZ9, is the backup worker for Jill. Enter Cathy Wilson in the WORKER NAME field on the WORKER screen for worker XYZ4. Replace Jill's log-on ID of DSSXXXX with DSSXYZ4. Press the F3 key twice to update the information on WORKER screen XYZ4.

### **Setting a Worker's Security Group Codes**

To set a worker's security group codes, the supervisor can use the Worker Maintenance 2 (WORKER2) screen. Your supervisor can access the WORKER2 screen from the WORKER screen. When it displays, your supervisor can enter a worker ID and press the F5 key to inquire on a specific worker ID. When ICAR displays the worker data, press the F6 key.

ICAR displays the WORKER2 screen for the worker.

**Worker Maintenance 2 Screen (WORKER2)**

Example of the Worker Maintenance 2 (WORKER2) screen:

D479HS35	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 02/18/97
	WORKER MAINTENANCE 2	TIME: 10:28:58
		PAGE: 001
WORKER: ABCD WANDA WORKER		
GROUP	SECURITY GROUP DESCRIPTION	
00001	PAYOR SOCIAL SECURITY NUMBER	(UPDATE ALLOWED) : N Y = YES
00002	PAYOR ADDRESS	(UPDATE ALLOWED) : N N = NO
00003	PAYEE ADDRESS	(UPDATE ALLOWED) : N
00004	SUBSYSTEM FLAGS/OBLIGATION CHANGES	(UPDATE ALLOWED) : N
00005	CONVERT ENTRIES	(UPDATE ALLOWED) : N
00006	NEGATIVE ADJUSTMENTS	(UPDATE ALLOWED) : N
00007	CREDIT REPORTING	(UPDATE ALLOWED) : N
00008	WORKER2	(UPDATE ALLOWED) : N
00009	COUPON BALANCE ADJUSTMENT	(UPDATE ALLOWED) : N
00010	REVIEW & ADJUST - REVAD FLAG	(UPDATE ALLOWED) : N
00011	RA/MA	(UPDATE ALLOWED) : N
00012	CENTRAL OFFICE UPDATE	(UPDATE ALLOWED) : N
00013	REVIEW AND ADJUST UPDATE	(UPDATE ALLOWED) : N
PF3=MODIFY, PF7=BACKWARD, PF8=FORWARD, PF6=WORKER MAINTENANCE		
NOTES:		

This worker's security group codes all contain "N." This worker does not have access to any of the security groups.

When ICAR displays this screen for a new worker, ICAR displays "N" in all the security group codes for no access. The supervisor must change the security code to "Y" and press the F3 key twice for any group that a worker needs to use.

Example of the WORKER2 screen with changes:

D479HS35	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 02/18/97
	WORKER MAINTENANCE 2	TIME: 10:28:58
		PAGE: 001
WORKER: ABCD WANDA WORKER		
GROUP	SECURITY GROUP DESCRIPTION	
00001	PAYOR SOCIAL SECURITY NUMBER	(UPDATE ALLOWED) : N Y = YES
00002	PAYOR ADDRESS	(UPDATE ALLOWED) : Y N = NO
00003	PAYEE ADDRESS	(UPDATE ALLOWED) : Y
00004	SUBSYSTEM FLAGS/OBLIGATION CHANGES	(UPDATE ALLOWED) : N
00005	CONVERT ENTRIES	(UPDATE ALLOWED) : N
00006	NEGATIVE ADJUSTMENTS	(UPDATE ALLOWED) : N
00007	CREDIT REPORTING	(UPDATE ALLOWED) : N
00008	WORKER2	(UPDATE ALLOWED) : N
00009	COUPON BALANCE ADJUSTMENT	(UPDATE ALLOWED) : N
00010	REVIEW & ADJUST - REVAD FLAG	(UPDATE ALLOWED) : N
00011	RA/MA	(UPDATE ALLOWED) : N
00012	CENTRAL OFFICE UPDATE	(UPDATE ALLOWED) : N
00013	REVIEW AND ADJUST UPDATE	(UPDATE ALLOWED) : N
PF3=MODIFY, PF7=BACKWARD, PF8=FORWARD, PF6=WORKER MAINTENANCE		
NOTES:		

ICAR now displays a “Y” for this worker for Groups 2 and 3. The worker can now add, modify, or delete obligor and obligee addresses.

**Note:** Workers without authority to modify the WORKER2 screen have view-only access to their own WORKER2 screens.

To return to the WORKER screen, press the F6 key. You must return to the WORKER screen to successfully use the NEXT SCREEN field to access other ICAR screens. You cannot directly access the rest of ICAR from the WORKER2 screen.

**Note:** If you do not have authority to modify a screen within a security group, this does not mean that you have no access to the screen. This security process does not effect your view-only access of that screen.

The worker in the example above cannot modify fields on the OBLIGATION screen (Group 4), but can still view the OBLIGATION screen.

**Caution for Supervisors:** Any change you make to a worker's access on the WORKER2 screen modifies the worker's access immediately. Any worker codes that you leave as "N" deny the worker access to add, modify, or delete data fields in that security group.

### **E-Mail Usage and Security Policies**

You have been granted use of electronic mail (E-mail) to be used as a work-related communication tool. E-mail use is encouraged when it is the most efficient or effective means of communication for the benefit of DHS. However, there are some limitations to your use of E-mail. The policies and procedures for the use of E-mail can be found in the *DHS Employee Handbook*.

### **Internet Usage and Security Policies**

You have been granted access to the Internet to be used as a work-related information tool. The Internet is an electronic library full of information on a variety of subjects. Use of the Internet is encouraged when it is the most efficient or effective way of obtaining information for the benefit of DHS. However, there are some limitations to your use of the Internet.

The policies and procedures for use of the Internet can be found in the *DHS Employee Handbook*.



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

April 20, 2004

## GENERAL LETTER NO. 9-B-11

ISSUED BY: Bureau of Collections,  
Division of Child Support, Case Management and Refugee Services.

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER  
INFORMATION AND ICAR SECURITY**, Title page, new; Contents (pages 1,  
2, and 3), new; and pages 1 through 96, new.

### Summary

This chapter lists the policy and procedures for use of the Iowa Collection and Reporting (ICAR) System. The chapter includes the following:

- ◆ Explanation of ICAR.
- ◆ Explanation of other computer systems that can be accessed from ICAR.
- ◆ Explanation of ICAR's security system.

### Effective Date

Upon receipt.

### Material Superseded

None.

### Additional Information

Refer questions about this general letter to your regional collections administrator.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

August 31, 2007

## GENERAL LETTER NO. 9-B-12

ISSUED BY: Bureau of Collections, Division of Child Support, Case Management and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER INFORMATION AND ICAR SECURITY**, page 92, revised.

### Summary

This chapter lists information regarding computer security and other general information about the child support computer system. Changes to this chapter include a change to the number designated to the Foster Care Recovery Unit and the region number of the Creston and Des Moines Child Support Recovery Units.

### Effective Date

Immediately.

### Material Superseded

Remove from Employees' Manual, Title 9, Chapter B, page 92, dated April 20, 2004, and destroy it.

### Additional Information

Refer questions about this general letter to your regional collections administrator.